

REVENUES OFFICER			
Reference No.	A3937 (4)	Type	Generic
Service	Revenue and Shared Services		
Job Family	Para-Professional	Grade	FC6

Purpose
<p>To supervise, monitor, coach and oversee the workload of Assistants by providing expert advice, guidance and specialist knowledge.</p> <p>By implementing legislation, guidance and procedures, correctly assess property and financial circumstances that will maximise income for both Fife Council and customers. Ensure all income and expenditure is assessed correctly, payments collected and maintained and any arrears and overpayments dealt with.</p> <p>Assist in monitoring and auditing of assistants' work to ensure good standards of performance, accuracy and team targets are met.</p> <p>To provide advice, escalate where necessary, and resolve customer queries through various communications channels.</p>

<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>
Taking a proactive approach to managing the team's workload and engaging with customers to discuss by telephone, correspondence, interview or at home, to identify any new or material change of circumstances that will maximise income for both Fife Council and customers.	<p>Moderate experience in a financial/customer service area, dealing with customers by phone, face to face and correspondence (Work together – See 'How We Work Matters' Framework)</p> <p>Educated to SCQF level 6 which includes Highers or SVQ level 3 or equivalent in a financial/customer service background</p>	<p>✓</p> <p>✓</p>	

# Role Profile

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	Recognised relevant professional qualification e.g. IRRV, Housing SVQ3		✓
Assisting in monitoring and auditing assistants' work to ensure good standards of performance, accuracy and team targets are met.			
Negotiating a payment plan, that will maximise income and be sustainable for the customer.	In-depth knowledge and expert understanding of the various relevant legislation and regulations	✓	
Ensuring financial and non-financial based entitlements are awarded correctly and steps are taken to recover arrears or overpayments.	Experience of maximising income and assessing income within a financial local authority		✓
Assisting Fife Council tenants in sustaining their tenancies when in arrears to the Council.	Ability to provide an efficient and effective service	✓	
Providing expert advice to both colleagues and customers in understanding, applying and interpreting legislation and regulations.	Ability to interpret and understand and advise customers on relevant policy, procedures, regulations and legislation	✓	
Responding appropriately to corporate complaints and complex queries. Reviewing decisions where appropriate and preparing cases for appeal action.	Experience of dealing with and resolving customer queries and complaints	✓	
Contributing input to legal services by providing detailed knowledge and recommendations that will assist legal in preparing cases for court action.	Ability to work confidently with a range of customers both internal and external (Focus on customers)	✓	
Operating and maintaining Council systems to control, monitor and award property liabilities and entitlement to financial based assessment awards.	IT skills (Embrace technology and information)	✓	

E = Essential Criteria D = Desirable Criteria

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Being responsible for accuracy of own workload ensuring it is processed within set timescales and the correct decision applied in accordance with the legislation, regulations and guidelines set.	Ability to manage own workload and prioritise cases (Take ownership)	✓	
Analysing financial and non-financial reports and recommending solutions that will maximise income for both the Council and its customers.	Analytical skills	✓	
Establishing effective monitoring arrangements for overall workflow and performance targets for assistants, ensuring accuracy and quality of work is maintained.	Ability to monitor, interpret and understand workflow and performance related targets	✓	
Allocating, coaching, monitoring and supervising workload and work content of Assistants on a regular basis.	Ability to demonstrate good planning, target setting and work throughput of self and others  Coaching skills	✓  ✓	
Assisting with the implementation of new procedures and staff guidance as a result of various legislation/policy changes.	Communication skills	✓	
Providing, when required, in depth staff training e.g. new starts or refresher training to existing staff.			
Liaising and communicating with other Council services, and external agencies such as sheriff officers, debt collectors, money advice agencies, registered social landlords and Department for Work and Pensions to ensure up to date information is collated and recorded.			

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Identifying areas and assisting with the implementation of process improvements and where appropriate suggesting new ways of delivering quality services that meet the requirements of the Council's strategic aims and objectives. Participating and assisting with delivery of specialised projects related to service improvements.	Comprehensive understanding of the role and objectives of the service	✓	
Assisting with the workload within other Council areas as and when deemed appropriate, e.g. areas within Finance and Corporate services that require additional resource.	Ability to work under pressure and deliver to deadline (Deliver results)	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

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<b>Additional tasks or responsibilities</b> – this is a generic role, however this particular job may also require you to undertake the following:			
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<b>REVENUES OFFICER ACCOUNTS AND RECONCILIATIONS</b>			
Undertaking reconciliation and Ledger work for Revenues Team ensuring all cash is collected, allocated, refunded and reconciled. Liaising closely with Housing colleagues to ensure rent charges are raised and collected and reconciled timeously.	Ability to post, reconcile cash and ledger records in relation to all income received for Revenues Service	✓	
<b>REVENUES OFFICER FRAUD</b>			
Undertaking duties that will identify fraudulent activity and investigate, where necessary, to protect the public purse from fraudulent activities. Working in conjunction with the Department of Work and Pensions where cases of potential fraudulent Housing Benefit claims have been identified.	Ability to interrogate information and pull together a comprehensive case history where fraudulent activity has been identified within the Revenues service	✓	
<b>REVENUES SERVICE IMPROVEMENT OFFICER</b>			
Assisting and taking the lead on small to medium size service improvements with Revenues and Shared Services. Investigating options using analytical and problem solving skills, ensuring cost effectiveness /efficiencies are made and implemented using proven project management methodology.	Experience of participation in effective service improvements  Understanding of project management methodology	✓	✓
<b>REVENUE OFFICER – UNIVERSAL CREDIT SPECIALIST</b>			
Supporting the area Housing Management Officer's and Revenue Officer's with complex Universal Credit queries.  Establishing the source of universal credit issues and look at solutions to help claimants, placing training in place to upskill all Housing Management Officer's and Revenue Officer's.	Ability to interpret and understand and advise customers on relevant policy, procedures, regulations and legislation mainly relating to Universal Credit  Experience of maximising income and assessing income within a financial local authority	✓  ✓	

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<p>Supporting new claimants at tenancy sign up, work through the initial processes. Ensuring immediate contact with claimants when verifying portal, ensure all relevant data is in place to help maximise income eg. Alternative Payment Arrangement/ Direct Payment in place to allow hand over to HMOs/ROs in line with the debt process.</p> <p>Being the initial contact point for Housing Management Officer's and Revenue Officer's for complex escalations.</p> <p>Building close working relationships with DWP.</p> <p>Working jointly with the Welfare Support Assistants.</p>	<p>To work confidently with a range of customers both internal and external</p>	<p>✓</p>	
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<b>Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required</b>				
Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input type="checkbox"/>
	Basic Disclosure <input checked="" type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

# Role Profile

**Additional Information** – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

**Expected Behaviours** – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results