

REVENUES ASSISTANT			
Reference No.	G024.01 (2)	Type:	Generic
Service	Revenue and Shared Services		
Job Family	Para Professional 3	Grade	FC5

Purpose
<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>To provide advice and resolve customer queries through various communications channels.</p>

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Taking a proactive approach to managing own workload and engaging with customers to discuss by telephone, correspondence or by interview or at home to identify any new or material change of circumstances that will maximise income for both Fife Council and its customers.	<p>Experience in a financial/customer service background dealing with customers by phone, face to face and correspondence (Deliver results – See ‘How We Work Matters’ framework)</p> <p>Educated to SCQF level 5 which includes National 5 or SVQ level 2 or Standard Grades at Credit level or equivalent in a business /customer service background</p> <p>Recognised relevant professional qualification e.g. IRRV, Housing SVQ3</p>	<p>✓</p> <p>✓</p>	<p>✓</p>

# Role Profile

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Negotiating and agreeing payment plans that will maximise income and be sustainable for the customer.	Experience of working within a financial local authority environment		✓
Providing early intervention and financial recovery services in all cases identified.	Ability to work with and engage with customers on a regular basis to obtain an accurate assessment of their financial and non-financial circumstances (Focus on Customer)	✓	
Ensuring financial and non-financial based entitlements are awarded correctly and steps taken to recover arrears or overpayments.			
Assisting Fife Council tenants in sustaining their tenancies when in arrears to the Council.	Ability to provide an efficient and effective service	✓	
Understanding, interpreting and applying legislation and regulations where applicable.			
Operating and maintaining the main systems the Council uses to control, monitor and award property liabilities and entitlement to financial based assessment awards.	IT skills (Embrace technology and information)  Knowledge and experience of the Council's in house financial systems	✓	✓
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)	✓	
Explaining decisions to customers and advising any appeal procedures where they disagree with the decision.			

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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.	Communication skills  Ability to work confidently with a range of customers both internal and external	✓  ✓	
Reporting and liaising with internal and external partners where fraudulent activity is identified, to ensure appropriate steps can be taken.			
Identifying areas for improvement in processes and where appropriate suggest new ways of delivering quality services. Participating and assisting with delivery of specialised projects related to service improvements.	Comprehensive understanding of the role and objectives of the service	✓	
Analysing financial and non-financial reports and recommending solutions that will maximise income for both the Council and its customers.	Ability to interpret and understand and advise customers on relevant policy, procedures, regulations and legislation  Analytical skills	✓	✓
Assisting with other Council areas as and when deemed appropriate.	Ability to work under pressure and deliver to deadline (Work together)	✓	
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:			
<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>
<b>REVENUES ASSISTANT ACCOUNTS AND RECONCILIATIONS</b>			
Undertaking reconciliation and accounts 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 reconcile cash and bank records in relation to all income received for Revenues Service	✓	

<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"/>	

<b>Additional Information</b> – the following information is available:
<ul style="list-style-type: none"> <li>• Skills Framework (if applicable)</li> <li>• <b>How</b> we work matters</li> </ul>

<b>Expected Behaviours</b> – It is essential that you display the following behaviours as they are expected of all our employees:
<ul style="list-style-type: none"> <li>• Take Ownership</li> <li>• Focus on Customers</li> <li>• Work Together</li> <li>• Embrace Technology &amp; Information</li> <li>• Deliver Results</li> </ul>