

JOB DESCRIPTION - CORPORATE SERVICES

IDENTIFICATION

Post Title:	Accounts Assistant	Post Ref:	174129
Section:	Accounts	Grade:	5
Responsible to:	Revenues Officer		
Responsible for:			

JOB PURPOSE

Under relevant degrees of supervision, undertake as part of a team, duties relating to billing and redemption of Council Tax.

PRINCIPAL WORKING CONTACTS

Revenues Staff
Members of the Public

MAIN DUTIES

To deal with the assessment of Council Tax liability including discounts, exemptions, the making of payment arrangements and the collection of debts due in accordance with the appropriate legislation.

To deal with all enquiries in respect of all Council Tax liability, discounts and exemptions either by:-

correspondence
answering telephone queries
interviews with customers at the Revenues and Benefits enquiry offices

Be conversant and keep up to date with the implications of complex and continually changing legislation.

Following an appropriate period of training and consolidation, meet the output targets expected.

Following an appropriate period of training and consolidation, meet the accuracy targets expected.

OTHER DUTIES

This job description is a broad picture of the post at the date of preparation. It is not an exhaustive list of all possible duties and it is recognised that jobs change and evolve over time. Consequently, this is not a contractual document and the postholder will be required to carry out any other duties to the equivalent level that are necessary to fulfil the purpose of the job.

PERSON SPECIFICATION

POST TITLE: Accounts Assistant

DIVISION/DEPARTMENT SECTION: Finance - Revenues

	ESSENTIAL REQUIREMENTS	DESIRABLE REQUIREMENTS	METHOD OF ASSESSMENT
PROFESSIONAL/ EDUCATIONAL QUALIFICATIONS	5 National 4s, including English and Maths, or equivalent; or relevant experience of working within an Accounts environment	3 Higher grades, at Grade C or above, including English and Maths, or equivalent; or IRRV technician or professional qualification	Inspection of certificates.
RELEVANT WORK/OTHER EXPERIENCE	Experience of an organised and methodical approach to work to ensure targets are achieved. Working with computerised systems to input and retrieve data.	Dealing with the public in a service delivery environment Previous experience of assessing Council Tax. Good knowledge of computer systems, preferably Northgate and Comino.	Reference and Interview.
PARTICULAR SKILLS/ABILITIES	Keyboard skills. Good numeracy skills. Well developed oral and written communication skills. Ability to organise and prioritise their workload. Ability to work accurately to deadlines in a performance driven environment. Ability to work under pressure.	Ability to interpret regulations and legislation.	Reference and Interview.
PERSONAL QUALITIES	Ability to work with minimum supervision. Ability to work as part of a team. Calm disposition and approachable manner. Flexible approach to carrying out duties.	Self motivation.	Reference and Interview.

ANY ADDITIONAL JOB RELATED REQUIREMENTS	No leave absence to be taken during the period of initial training. Full time attendance during the period of initial training. Satisfactory Basic Disclosure Scotland check.		Reference and Interview
---	---	--	----------------------------