

Role Description and Employee Specification

We deliver great services to local communities on behalf of their local council. We are owned by the Councils and not shareholders, so we know our priorities and have strong values. At Publica we put people and our communities at the centre of everything.

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Job title:	Revenues Inspection & Liaison Officer	Location:	Witney
Department:	Revenues	Service:	Resident Services
Reports to:	Revenues Manager	Working Hours:	37 per week
Job group:	L1 Case & Field Worker	Peer group no:	PG-C7
Business World Post number:	New Position Number.	Direct Reports (if applicable):	None
FTE Salary:	£25,600 - £29,523	Contract type:	Permanent

Main purpose of this specific role:	To be responsible for all Revenues inspections, with the aim of ensuring Council Tax and Business Rates properties are brought into the lists and any changes reported to the Valuation Office Agency in a timely manner. To ensure reductions and premiums are applied correctly and within the correct legislation.
Main requirements of this role:	- To carry out all Revenues inspections, negotiating with external agents the dates for completing properties. - Report new Council Tax and Business Rates properties and alterations to the Valuation Office Agency in an accurate and timely manner to maximise income. - Make decisions on the effective completion date of properties and serve completion notices for Council Tax and Non-Domestic Rates.

	• Act on information and requests from the Valuation Office Agency to set up new and changed properties. • To investigate properties to verify exemptions, discounts and reliefs and take appropriate action where those reliefs no longer apply. • To monitor and review Long Term Empty properties and Second Homes, assisting with the administration of premium charges and maximising the income from these levies.
Essential qualifications/skills /experience specific to this role:	• Must hold a full UK driving licence and have the ability to travel and access to a vehicle for work purposes • A minimum of 5 qualifications equivalent to NVQ level 2 or GCSE at Grade C/4 or above, must include Maths and English • Ability to build customer relationships • Experience in assessing routine situations and carrying out inspections when required • Ability to maintain a detailed understanding of appropriate legislation, policy, procedure and guidelines to make informed decisions on the most appropriate stage to pursue, considering both the customer and the Council • Ability to remain calm and confident when dealing with challenging customers and environments • Ability to resolve routine issues by negotiation • Maintain accurate and up to date records • Demonstrate commitment and resilience to succeed • Excellent written and verbal communication skills • Ability to manage time effectively • Competent in using a range of technology and software packages, including Microsoft and Google • The ability to work alone and adhere to the Lone Working policy
Desirable Requirements Qualifications, Skills and Abilities:	• Relevant recognised qualification • Knowledge and experience of working in a public sector organisation • Experience of working with or within a Revenues team or a debt-recovery environment • A working knowledge of Council Tax and/or Business Rates legislation and practices

	Generic Job Profile:
Main Purpose of a role within this job group:	The purpose of this role is to: • Take ownership of customer cases, including consultation with relevant subject matter experts • To escalate to the relevant expert as and when necessary • Undertake site visits if/when required
Key Responsibilities of a role within this job group:	• Deal with routine service requests, which may relate to a specific functional area across the organisation and/or externally • Work within relevant legislation, prescribed policy, procedures and guidelines • Escalate to technical colleagues when necessary • Ensure all relevant customer and company information is captured and recorded accurately • Manage workload in order to meet the demands and targets within the function • Carry out duties with discretion, integrity and maintain confidentiality • Undertake any other duties as reasonably required to do so
General Accountabilities:	• Safeguarding – The Council/Publica is committed to meeting its statutory and moral duties to safeguard and promote the welfare of children, young people under 18 years of age and adults at risk who are the recipients of its services and/or activities. • The post holder is responsible for maintaining a safe working environment and ensuring as far as reasonably practicable that safe working practices are adopted by employees within this work environment • Work in compliance with the Codes of Conduct, Regulations and policies of Publica • To support the response to a major incident, including taking up a designated role within the emergency management framework
Special Conditions:	• There may be a requirement to work at other Publica Group (Support) Ltd and/or client locations to meet the needs of the business • You will be expected to work reasonable additional hours in line with the needs of the service • Full UK Driving License

	● Ability to travel/ access to a vehicle for work purposes ● Your role will require a Baseline Personnel Security Standard Check (BPSS)	
Date reviewed:	10 th September 2026	
Reviewed by:	Chris Kent	
Manager job title:	Revenues Manager	
Date of issue:	September 2026	
Checked HRBP:	Siobhan Padfield	September 26