

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.

Job title:	Revenues Inspection Officer	Location:	Witney
Department:	Revenues and Benefits	Service:	Resident Services
Reports to:	Revenues Manager	Working Hours:	37
Job group:	Case/Field Worker - Level 1	Peer group no:	PG-C7
Business World Post number:		Direct Reports (if applicable):	N/A
FTE Salary:	£25,223 - £29,331	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 in a timely manner, and that reductions and premiums are applied correctly and within the current legislation.
Main requirements of this role:	<ul style="list-style-type: none"> To carry out all Revenues inspections, negotiating with external agents the dates for completing properties to ensure that completion notices are accurate and that new builds are brought into the List as soon as practicable. 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/	<ul style="list-style-type: none"> A minimum of 5 qualifications equivalent to NVQ level 2 or GCSE at Grade C/4 or above, must include Maths and English

experience specific to this role:	<ul style="list-style-type: none"> ● Experience in assessing routine situations and carrying out inspections as 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 build customer relationships ● 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 ● Must hold a full UK driving licence and have the ability to travel and access to a vehicle for work purposes ● The ability to work alone and adhere to the Lone Worker policy
Desirable Requirements Qualifications, Skills and Abilities:	<ul style="list-style-type: none"> ● 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:	<p>The purpose of this role is to:</p> <ul style="list-style-type: none"> ● 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:	<ul style="list-style-type: none"> 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:	<ul style="list-style-type: none"> 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:	<ul style="list-style-type: none"> Your role will require a Baseline Personnel Security Standard Check (BPSS) 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 and to work hours which are outside the normal core working hours
Date reviewed:	January 2026
Reviewed by:	Chris Kent
Manager job title:	Revenues Manager
Date of issue:	
Checked HRBP:	