

Job Description

- Post Title:** Local Taxation and Housing Benefit Officer
- Evaluation:** 453 Points **Grade: N5**
- Responsible to:** One of the following:
Business Rates and Enforcement Manager, Revenues and Benefits Operational Team Leader or Revenues and Benefits Service Support Manager
- Responsible for:** N/A
- Job Purpose:** To support collection of income, including business rates and council tax and the assessment and payment of housing benefit claims in accordance with Council policy and relevant legislation.
- Main Duties:** The following is typical of the duties the postholder will be expected to perform. It is not necessarily exhaustive and other duties of a similar nature and level may be required from time to time.
- 1 To process Local Taxation accounts and housing benefit payments, updating and maintaining relevant records, including valuation lists.
 - 2 To provide advice and/or information to customers in line with laid down policies and procedures.
 - 3 To negotiate with customers where appropriate to maximise collection of Local Taxation, similar charges and housing benefit overpayments.
 - 4 To undertake quality assurance as required.
 - 5 To attend court to provide information as required.
 - 6 To develop and maintain positive and collaborative working relationships with relevant internal and external stakeholders.
 - 7 To promote and implement the Council's Equality Policy in all aspects of employment and service delivery