

Northumberland County Council

JOB DESCRIPTION

Post Title: Business Rates Officer		Director/Service/Sector Finance Group/ Financial Services/ Revenues and Benefits		Office Use
Band: 5		Workplace:		JE ref: 152
Responsible to Business Rates Team Leader		Date: January 20109	Manager Level:	HRMS ref: FS4.1.1.1.1
Job Purpose: To assist the Business Rates Team Leader with the effective and efficient day to day administration and collection of National Non Domestic Rates in accordance with all legislative requirements.				
Resources		Staff	None	
		Finance	Day to day monitoring of business rates budget (very large budget) and the issuing of bills and recovery documentation	
		Physical	Operate the Revenues IT system and document management system	
		Clients	Assist NNDR payers and customer service staff	
Duties and key result areas: <ol style="list-style-type: none">1. To assist the Business Rates Team Leader in the billing, collection and enforcement of business rates and ensure an efficient and effective standard of service is provided.2. Exchanging orally and in writing complex and contentious information with a range of audiences, including non specialists and assisting in the compilation of business rates queries and claims.3. To offer advice regarding availability of reliefs available to customers.4. To deal with members of the public, ratepayers, businesses and agents in all business rates matters.5. To assist at the Magistrates Court where required.6. To action notifications received by telephone, email or correspondence from ratepayers, agents or other third parties and update the accounts accordingly.7. Assist in the issue of recovery documents and make payment arrangements and offer advice as appropriate.8. Liaise with the Valuation Office where appropriate.9. Actively assist in the development of policies and procedures and service plans and make suggestions for continuous improvement to ensure high quality services are delivered10. To participate in Team Meetings and service reviews where appropriate.11. Assist in project work where required and keep up to date with changing legislation.12. Ensure output of work is in line with service standards and data protection principles.13. Adopt effective and constructive relationships with colleagues and external contacts to promote effective partnership working for the delivery of high quality services. <p>The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.</p>				
Work Arrangements				
Transport requirements:		None		
Working patterns:		Flexible		
Working conditions:				

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PERSON SPECIFICATION

Post Title: Business Rates Officer	Director/Service/Sector Finance Group/ Financial Services/ Revenues and Benefits	Ref: 152 FS4.1.1.1.1
Essential	Desirable	Assess by
Knowledge and Qualifications		
<ul style="list-style-type: none"> • 4 GCSE's or equivalent inc Maths and English • Knowledge of the Local Government Finance Act 1988 and associated Statutory Instruments • Awareness and commitment to proactive customer care • Awareness of the Data Protection Act • Awareness of best practise in service delivery • Awareness of practical and procedural issues relating to the service 	<ul style="list-style-type: none"> • IRRV (technician) • Evidence of personal development 	(a)
Experience		
<ul style="list-style-type: none"> • Clerical/administrative experience. • Experience of being part of a team • Experience of operating computerised systems • Desire of providing effective customer care • Experience of dealing effectively with others 	<ul style="list-style-type: none"> • Experience of working in a Revenues and Benefits Section in a local authority • Experience of the Northgate Revenues and Benefits system • Experience of a document management system 	(a) (i) (r)
Skills and competencies		
<ul style="list-style-type: none"> • Excellent communication skills both written and verbal • Good Listening skills • Ability to work to deadlines • Ability to work as part of a team • High degree of confidentiality required • Ability to keep accurate computerised and written records and reports of action taken • Must be numerate and apply a methodical approach to problem solving • Organisational and time management skills • Diplomacy, tact, influencing and negotiating skills • Ability to remain calm and logical in difficult circumstances 	<ul style="list-style-type: none"> • ECDL 	(a) (i) (r)
Physical, mental and emotional demands		
<ul style="list-style-type: none"> • Ability to work on own initiative • The job required general awareness and sensory attention with lengthy periods of concentrated mental attention • Must be punctual and reliable • Able to deal confidently with a full range of requests and respond in a mature and courteous manner in sometimes difficult situations 		(a) (i) (r)
Other		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits