

 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION	
Directorate: Finance and Business Services		Service Area: Revenues and Benefits (Business Rates Team)	
JOB TITLE: Business Rates Officer			
GRADE: G			
REPORTING TO: Business Rates Team Leader			
1.	JOB SUMMARY: To deliver an effective and efficient non domestic rate service; processing rating list amendments and account amendments, progressing recovery action for unpaid accounts and processing applications for mandatory and discretionary rate reliefs		
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS		
	1.	To inform the Valuation Office Agency (VOA) of any possible changes to the local rating list and process amendments to the rating list within agreed targets ensuring that the non-domestic rate database reconciles with the rating list after changes are made.	
	2.	To process account amendments ensuring that documentation is correctly issued to rate and levy payers taking into account any entitlement to reductions and amendments to accounts.	
	3.	Have regard in all aspects of day to day work to: <ul style="list-style-type: none">• Maximise non domestic rate growth and income collection• Minimise loss through avoidance and delay	
	4.	To process refunds where necessary and to check that refunds processed by other staff meet the required criteria prior to issue.	
	5.	To administer mandatory and discretionary rate reliefs in accordance with legislation and council policies making clear and consistent decisions on ratepayers eligibility for relief	
	6.	To develop and maintain a detailed knowledge of non-domestic rate legislation ensuring that accounts are calculated correctly taking into account transition rules.	
	7.	To provide advice and assistance to colleagues and customers in relation to all aspects of non-domestic rates and business improvement levies responding to telephone, written and face to face enquiries as necessary.	
	8.	To prepare court papers in respect of non-domestic rate liability order applications, make complaint to court and liaise with relevant parties regarding the issue of the summonses.	
	9.	To pursue unpaid non domestic rates and business improvement district levies, including pro-actively contacting rate and levy payers and progressing action with the most appropriate method of recovery.	

	10	To identify accounts requiring committal or insolvency action ensuring they are referred to the recovery team promptly
	11	To assist in annual billing and year-end processes for non-domestic rates and the business improvement district levies.
	12	To assist with the tracing of absconded non-domestic rate and business improvement levy payers.
	13	To assess completed financial enquiry forms and arrange alternative payment arrangements as necessary.
	14	To set up and monitor payment arrangements and initiate further recovery action in cases of default.
	15	To carry out checks using the Experian system complying strictly with security and confidentiality requirements.
	16	To operate PCs and multiple IT systems to obtain, verify, reconcile, input and extract information.
	17	To co-operate with the implementation and introduction of revised methods of work, including changes that may arise from the development of new technology, the introduction of new legislation and guidance, or other reasons.
	18	To undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post.

Job Description dated October 2016



PERSON SPECIFICATION

Job Title/Grade	Business Rates Officer / Grade G	
Directorate / Service Area	Finance and Business Services	Revenues and Benefits
Post Ref:		

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	<ul style="list-style-type: none"> NQF level 3 qualification or the equivalent level of knowledge gained through substantial demonstrable direct work experience. 	<ul style="list-style-type: none"> IRRV Revenues or Benefit Certificate level qualification 	Application form
Experience	<ul style="list-style-type: none"> Experience of work within a revenues environment. Experience of working with customers from a variety of backgrounds including businesses and those in the commercial sector. 	<ul style="list-style-type: none"> Working in the debt recovery industry. Working with Civica Open Revenues / Information @ Work document management system. 	Application / Interview

Skills	<ul style="list-style-type: none"> • Ability to interpret and explain complex information, legislation and/or policy documents • Ability to deal with high volume caseloads and organise and prioritise own workload, with minimum supervision and using initiative • Excellent interpersonal and communication skills, both written and verbal • Ability to think clearly and logically with a good practical approach to problem solving • Methodical and accurate whilst achieving targets and deadlines. • An aptitude for working with figures and ability to undertake complex calculations. • General ICT skills 	<ul style="list-style-type: none"> • Knowledge of non-domestic rate and business improvement district legislation • Broad knowledge of other related legislation Data Protection and Freedom of Information. 	
Specific behaviours relevant to the post	<ul style="list-style-type: none"> • Demonstrate the Council's Behaviours which underpin the Culture Statement, specifically but not limited to: • Contribute to council, service and team goals • Work effectively with other teams and services to get things done • Take time to understand the needs of our customers • Be reliable, on time and meet deadlines 		Application / Interview

	<ul style="list-style-type: none">Actively seek opportunities to learn and develop		
Other requirements			

Person Specification dated October 2016