 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION
Directorate: Finance, Development and Regeneration		Service Area: Revenues, Benefits and Welfare
JOB TITLE: Business Rates Officer		
GRADE: H		
REPORTING TO: Team Leader Business Rates		
1.	JOB SUMMARY: To provide specialist advice and deliver an effective and efficient non domestic rate and BID levy service. To process rating list amendments and account amendments, and to assess and process 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 accurately 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 identify and liaise with the VOA around any discrepancies in the rating list including where transitional certificates may be required.
	3	To accurately 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.
	4	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
	5	To be alert to the possibility of rate avoidance and fraudulent claims for reliefs, to undertake such checking and action as may be appropriate, liaising with the Service Strategy and Improvement team where there is suspicion of fraud.
	6	To administer mandatory and discretionary rate reliefs in accordance with legislation and council policies making clear and consistent decisions on ratepayers eligibility for relief.
	7	To reconsider decisions made in respect of unsuccessful applications for relief where necessary and check that refunds processed by other staff meet the required criteria prior to issue.
	8	To develop and maintain a detailed knowledge of non-domestic rate legislation and case law ensuring that accounts are calculated correctly taking into account transition rules.
	9	Provide specialist non domestic rates knowledge, including advice, recommendations and decisions on non-standard, complex and difficult cases to colleagues, customers, rating agents and other stakeholders.

	10	To support the Income Collection team to recover uncollected payments where it is practicable to do so and with applications for liability orders, attending court as necessary in matters relating to disputes in liability.
	11	To assist in annual billing and year-end processes for non-domestic rates and the business improvement district levies.
	12	To trace absconded non-domestic rate and business improvement levy payers.
	13	To carry out checks using the Experian system complying strictly with security and confidentiality requirements.
	14	To operate PCs and multiple IT systems to obtain, verify, reconcile, input and extract information.
	15	To carry out data checks using Government databases and the Experian system complying strictly with security and confidentiality requirements.
	16	To identify and refer debts for write-off in accordance with policies and procedures.
	17	To support with ad-hoc Government initiatives related to the functions of the team.
	18	To maintain a good knowledge of audit and data protection requirements and Council policies, and take action to prevent data breaches, ensuring personal and sensitive information is kept secure.
	19	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.
	20	To assist in the training and development of staff and to undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post.
	21	To ensure a culture of co-operation and effective joint working is maintained and ensure the service is customer focussed.

3. GENERAL

Job Evaluation - This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Workforce Culture and supporting behaviours and Code of Conduct – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

Personal Development – As defined by the Council's Culture Statement, all employees will take responsibility for their own development

Customer Services – The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.

Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

	Name:	Signature:	Date
Job Description written by: (Manager)	Michelle Connolly		October 2022
Job Description agreed by: (Post holder)

Job Description dated October 2022



PERSON SPECIFICATION


Job Title/Grade	Business Rates Officer	Grade H
Directorate / Service Area	Finance, Development and Regeneration	Revenues, Benefits and Welfare

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	<ul style="list-style-type: none"> Educated to NVQ 4 or the equivalent level of knowledge and skill gained through substantial demonstrable direct work experience. 	<ul style="list-style-type: none"> IRRV Technician qualification 	Application form
Experience	<ul style="list-style-type: none"> Experience of work within a revenues environment. Experience of giving advice and information, dealing with members of the public, professionals and other agencies. 	<ul style="list-style-type: none"> Working with Civica Open Revenues systems. Experience of working with customers from a variety of backgrounds including businesses and those in the commercial sector. 	Application / Interview

Knowledge & Skills	<ul style="list-style-type: none"> • Knowledge of non-domestic rate and business improvement district legislation • To be able to form a judgement in sometimes difficult and complex circumstances, taking account of a range of information and legislation sources and conflicting aims and objectives. • Ability to interpret and explain complex information, legislation and/or policy documents • Ability to prioritise own workload, working 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. • Good ICT skills 	<ul style="list-style-type: none"> • Broad knowledge of other related legislation Data Protection and Freedom of Information. 	Application / Interview
Specific behaviours	<ul style="list-style-type: none"> • Demonstrate the Council's Behaviours which underpin the Culture Statement. 		Application / Interview

relevant to the post	<ul style="list-style-type: none">• A demonstrable commitment to the delivery of quality services and continuous improvement.• Contribute to council, service and team objectives.• Build good links and relationships with other teams and services.• Make time to listen to, support and involve others.• Seek out and share ideas for improvement.• A positive attitude toward change, co-workers, the workplace and the tasks of the job.		
Other requirements	<ul style="list-style-type: none">• Able to vary working hours to incorporate evening and weekend work if required.		

Person Specification Dated October 2022

 Stockton-on-Tees BOROUGH COUNCIL	KNOWN RISKS FOR THIS ROLE
DIRECTORATE: Finance, Development and Regeneration	SERVICE AREA: Revenues, Benefits and Welfare
JOB TITLE: Business Rates Officer	
GRADE: H	
JOB LOCATION / BUILDING: Bayheath House, Stockton	
REPORTING TO: Business Rates Team Leader	

The following are the known risks for this role as identified through a Risk Assessment. More than one risk may apply. Where there are no known risks this will be indicated.

Known Risks - which require Baseline Health Surveillance Screening before or at start of employment and ongoing health surveillance with Occupational Health		
Known Risk	Yes	No
Noise: Employee is likely to be regularly exposed to noise above the exposure action level. (Daily or weekly exposure of 85dB)		No
Vibration: Employee will be exposed to vibration above the daily Exposure Action Value (EAV) of 2.5m/s ² A(8) 9		No
Respiratory: Employee will be exposed to Hazardous Substances such as machine generated wood dust, mineral dust, solder flux, glues, resins, cutting oils, latex. (Those working with respiratory/skin irritants or sensitizers as defined by COSHH)		No

Known Risks which require a Medical Assessment with Occupational Health prior to starting employment and ongoing assessment during employment.		
Known Risk	Yes	No
HGV/LGV/Fork Lift Truck/Passenger Carrying Vehicle/Minibus (Group 2) Licence Drivers: Employee will be required to drive an HGV/LGV/FLT/PCV/Minibus.		No
Asbestos: Employee likely to be exposed to asbestos. Work with asbestos' includes: <ul style="list-style-type: none"> ○ Work which removes, repairs, or disturbs asbestos ○ Ancillary work (work associated with the main work of repair, including maintenance work on equipment) ○ Supervisory Work (work involving direct supervision over those removing, repairing, or disturbing asbestos) 		No

Known Risk	Yes	No
Lead: Employee likely to be exposed to lead or lead based products (handling, processing, repairing, maintenance, storage, disposal) The lead must also be in a form in which it is likely to be: <ul style="list-style-type: none"> o Inhaled, e.g., lead dust, fume or vapour. o Ingested, e.g., lead powder, dust, paint or paste; or o Absorbed through the skin, e.g., lead alkyls or lead naphthenate. The regulations do not apply to work with materials or substances containing lead where, because of the nature of the work, lead cannot be inhaled, ingested, or absorbed.		No
Confined Spaces - Safety Critical: Employee will be required to work in a confined space where specialist equipment or breathing apparatus is needed.		No
Working at Heights - Safety Critical: Employee will be required to work at a height .		No
Blood-borne viruses: Employee is at risk of exposure to Blood-borne viruses e.g., needle stick injury, human bite, contact with human blood or other bodily fluids and sewerage.		No

Other Known Risks		
Known Risk	Yes	No
Council Vehicles or transport that does not require a Group 2 licence: Employee will be required to drive a Council vehicle or regularly transport service users/clients/pupils in their own vehicle as part of normal duties.		No
Food Handlers: Employee will be preparing and handling food <i>Food Handlers Questionnaire to be completed and sent to Occupational Health</i>		No
Night Workers: Employee will be regularly working at night <i>Optional Night Worker Questionnaire available</i>		No
Lone Working (including Home Working): Employee will be required to work alone.		No
DSE Users: Employee will be required to use Display Screen Equipment (DSE) <i>DSE Training and assessment should be completed on commencement – arranged by manager</i>	Yes	
Any Other: Please identify any other known risks associated with this job role.		None

As the manager of this post, I declare that the details above are an accurate reflection of the risks associated with the post.

Signature of Manager: S Harrison

Date: 10.5.23

For any queries related to this form, please refer to the Known Risk Managers Explanatory Notes, or email the Occupational Health Department:

Occupational.Health@stockton.gov.uk