

 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION
Directorate: Finance, Transformation and Performance		Service Area: Revenues, Benefits and Welfare
JOB TITLE: Visiting Officer		
GRADE: G		
REPORTING TO: Team Leader Service Strategy and Improvement		
1.	JOB SUMMARY: To support the work of the service undertaking visits to properties and areas of the Borough, interviewing council tax, housing benefit and non-domestic rate payers as required.	
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS	
	1	To carry out regular inspections of and visits to properties within the Borough in accordance with inspection schedules and impromptu requests from staff to include: • Establishing liability for council tax and non-domestic rates. • Establishing eligibility for discounts, exemptions, reductions and reliefs. • Verifying circumstances to assist the service in carrying out its functions. • Carrying out site visits for commercial and domestic developments, identifying new and updated properties. • Negotiating payment arrangements and providing advice and assistance regarding payment.
	2	To interpret site plans and plot numbers and reach decisions about the optimum inspection regime for particular areas.
	3	To be aware of and monitor changes of use of properties within the Borough, new developments and alterations, and to issue completion notices as required by regulations.
	4	To undertake visits to individuals who may be vulnerable and provide them with information about their accounts/claims and assist them in completing forms.
	5	To be aware of legislation relating to council tax, non-domestic rates, housing benefit, data protection, human rights and freedom of information.
	6	To prepare and update cases for visit as required ensuring account case notes are updated in a timely manner.
	7	To identify cases where a debt may be irrecoverable and to make recommendations for write off where necessary.
	8	To identify and refer cases where council tax and non-domestic fraud is suspected.
	9	To organise tasks, workload and duties effectively and ensure targets and caseloads are maintained.
	10	To carry out visits and serve documents as required by the service.
	11	To personally deal with correspondence and enquiries relating to cases visited.

	12	To raise awareness of reductions available for council tax and non-domestic rates, and awards in respect of discretionary schemes and provide advice and assistance to customers regarding eligibility.
	13	To assist with the maintenance of council tax liability records where work carried out deems it necessary including the manual linking of accounts and inputting change of address and change of circumstances details into online applications and/or other online applications as necessary.
	14	To assist in tracing absconded persons with debts owing to the Council, contacting third parties as necessary.
	15	To operate PC's and multiple IT systems to obtain, verify, reconcile, input and extract information.
	16	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.
	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 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.
	19	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.

The Council's Values, Behaviours and Code of Conduct - The post holder is required to carry out the duties in accordance with the Council's Values and Behaviours, our code of conduct, professional standards and promote equality and diversity in the workplace.

Corporate Parenting - As Corporate Parents, we have the same ambition and high aspirations for all children in our care and care experienced young people: that Stockton-on-Tees is a great place to grow up, where children and young people are protected from harm and supported to be the best they can be in life.

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	Visiting Officer	G
Directorate / Service Area	Finance, Transformation and Performance	Revenues, Benefits and Welfare

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	• Educated to NVQ 3 or the equivalent level of knowledge and skill gained through substantial demonstrable direct work experience.	• IRRV Technician Qualification.	Application form
Experience	• Experience of investigation, legal compliance or enforcement work. • Giving advice and information to the public over the telephone and by letter/email. • Experience of dealing with members of the public, professionals and other agencies. • Experience of dealing with confidential / sensitive information.	• Working with Civica Open Revenues.	Application / Interview

	• Experience of working with customers from a variety of backgrounds, in difficult situations.		
Knowledge & Skills	• Ability to deal empathetically with vulnerable residents and difficult cases. • Ability to deal with high volume caseloads and organise and prioritise own workload, with minimum supervision and using initiative. • Excellent interpersonal and communication skills, written and verbal including face-face interactions. • Demonstrates sound judgment and shows integrity and fairness in making decisions based upon evidence and facts. • Good ICT skills.	• Good understanding of Council Tax, Non Domestic Rates and Housing Benefit legislation. • Broad knowledge of other related legislation including Welfare Benefits, Magistrates Court Act, Data Protection and Freedom of Information.	Application / Interview
Specific behaviours relevant to the post	• Demonstrate the Council's Behaviours which underpin the Culture Statement. • 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.		Application / Interview

	• A positive attitude toward change, co-workers, the workplace and the tasks of the job.		
Other requirements	• Ability to travel to locations across the Borough. • A requirement to undergo a CITB Health, Safety and Environment Test and obtain a Construction Skills Certification Scheme (CSCS) card for construction site visits. • This post is subject to a Baseline Personnel Security Standard (BPSS) Check, which includes a Verification of Criminal Record check (unspent convictions only).		

Person Specification dated October 2022

 Stockton-on-Tees BOROUGH COUNCIL	KNOWN RISKS FOR THIS ROLE
DIRECTORATE: Finance, Transformation and Performance	SERVICE AREA: Revenues Benefits & Welfare
JOB TITLE: Visiting Officer	
GRADE: G	
JOB LOCATION / BUILDING: Dunedin House	
REPORTING TO: Service Strategy and Improvement 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)		x
Vibration: Employee will be exposed to vibration above the daily Exposure Action Value (EAV) of 2.5m/s ² A(8) 9		x
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)		x

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.		x
Asbestos: Employee likely to be exposed to asbestos. Work with asbestos' includes: ○ 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)		x

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: ○ Inhaled, e.g., lead dust, fume or vapour. ○ Ingested, e.g., lead powder, dust, paint or paste; or ○ 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.		x
Confined Spaces - Safety Critical: Employee will be required to work in a confined space where specialist equipment or breathing apparatus is needed.		x
Working at Heights - Safety Critical: Employee will be required to work at a height .		x
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.		x

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.		x
Food Handlers: Employee will be preparing and handling food <i>Food Handlers Questionnaire to be completed and sent to Occupational Health</i>		x
Night Workers: Employee will be regularly working at night <i>Optional Night Worker Questionnaire available</i>		x
Lone Working (including Home Working): Employee will be required to work alone.	x	
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>	x	
Any Other: Please identify any other known risks associated with this job role.		

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: Jo Bradley

Date: 28/07/2026

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