

Job Description

Job Title Business Rates Billing Senior Officer

POSCODE:

Grade:

Overall purpose of the job

Please write one or two sentences about why the job exists. Focus on the achievement of the key end results of the job.

1. To act as a senior specialist on Business Rates Recovery and to ensure that Business Rates recovery is undertaken accurately, collection of rates are achieved and income to the Council is maximised.
2. To be responsible for processing more difficult and complex Business Rates recovery accounts and to provide guidance and advice to Business Rates Recovery Officers.

Main accountabilities

Please list the accountabilities in descending order of priority. Please include 6-9 accountabilities.

	Main accountabilities
1.	To provide advice, training and assistance to the Business Rates Recovery Officers and to ensure that new and existing legislation is complied with and to assist in the implementation and development of new working practices and in the formation of policies and procedures.
2.	To maintain an up to date knowledge of Business Rates legislation and case law and to act as specialist on all Recovery matters.
3.	Working with the Customer Services team to develop a customer first culture and to ensure that customer demands are met and that improvements are implemented.
4.	To deputise for and to support the Business Rates Recovery Team leader and Senior Business Rates Billing Officer in delegated duties including control of leave, general welfare at work and to motivate and develop the Business Rates Recovery Officers to build a flexible and resilient team
5.	To assist Team Leaders with testing of new software releases for the Business Rates system.
6.	To assist Team leaders with the compilation and completion of statistics and reports.
7.	To review and monitor write off referrals being made by Business Rates Recovery Officers before write off reports are submitted.
8.	To be a designated point of contact for the Enforcement Agents in the absence of the Business Rates Recovery Team Leader to deal with enquiries and referrals made.
9.	To allocate work to the Business Rates Recovery Officers to ensure that work is processed, and bills produced in a timely and accurate way and in line with policies and procedures and to offer an excellent customer service
10.	Prioritise and manage own workloads to ensure objectives and targets are achieved and customer requirements are met
11.	To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
12.	Any other duties and responsibilities that may be reasonably allocated.

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
English and Maths GCSE grade C or above / Proven literacy and numeracy skills		Essential
In depth experience of working in a Revenues environment		Essential
Evidence of continuing CPD		Desirable

Identify	Describe	Essential/ Desirable
Knowledge		
Legislation	Demonstrate the ability to take on board and understand complex legislation	Essential
	Experience of processing Business Rates accounts	Essential
IT Systems	Demonstrable knowledge and experience of using Capita or Northgate Revenues and Benefits	Desirable
Skills		
IT skills	ICT skills including PC, Microsoft office	Essential
Communication/Influencing	Strong communication and negotiation skills and ability to communicate with all customers, partners, ability to make difficult decisions showing tact and diplomacy.	Essential
Performance	Proven ability to work on own initiative to achieve targets and deadlines and to use own discretion and judgment	Essential
	Proven ability to prioritise large volumes of complex work to meet tight deadlines and targets while having regard to urgent more vulnerable cases and the need to be accurate	Essential
Planning and Organising	Strong organisational and time management skills	Essential
Equal opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	Essential

Experience	Ability to work as part of a team and to adopt a flexible approach to work.	Essential
	Any other duties as reasonable	

Disclosure level

What disclosure level is required for this post?	None	Standard
	Enhanced	Enhanced with barred list checks

Work type

What work type does this role fit into? (tick one box that reflects the main work type, the default workers type is flexible)	Fixed	Flexible	Field	Home
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