

Job Description and Person Specification

Job details

Job title: Council Tax Officer

Grade: Band 4

Reports to: Council Tax Team Leader

Responsible for: N/A

Directorate and Service area: Finance & Performance Directorate, Revenues and Benefits Services.

Purpose of the job

To carry out the administration, billing and recovery of Council Tax in accordance with current legislation including all related tasks and dealing with enquiries from customers, ensuring income due to the Council is maximised.

Principal responsibilities

1. Administer Council Tax accounts in accordance with current legislation, Council policy and best practice.
2. Monitor accounts, process changes of circumstances, make payment arrangements and process payments.
3. Update and maintain the Council Tax accounts to ensure that computerised recovery processes can be carried out and that accounts are accurate prior to enforcement action.
4. Respond to customer enquiries on the telephone, face to face, correspond by letter, email and make outgoing telephone calls to progress recovery.
5. Review accounts, identify the most appropriate recovery action and produce letters and reports as and when required.
6. Set up and manage paperless direct debit instructions in accordance with the scheme, including dealing with recalled direct debits and indemnity claims.
7. Check and issue summonses to debtors.
8. Check and action any requests for refunds.

9. Identify and set up attachment of earnings or deductions from benefit orders and Prepare cases for Committal and Charging Orders where appropriate.
10. Prepare accounts for enforcement agents and reconcile enforcement agent payments and invoices.
11. Manage diary codes to ensure actions previously identified are followed up in a timely manner.
12. Manage tracing codes using available systems e.g. Experian to ensure appropriate actions are taken on accounts.
13. Identify appropriate accounts for write off, also deal with all requests relating to Bankruptcies, Debt Relief Orders and Individual Voluntary Arrangements, following procedure notes.
14. Promote good relationships with customers, landlords, agents, internal and external interested parties.
15. Assist with the billing and recovery of NNDR as and when required.

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Understand the council's commitment to Corporate Parenting and take responsibility to support this commitment. Enable the council to be the best corporate parents possible to children and young people in our current and previous care.
4. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to

reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	English and Maths GCSE grade C or above / proven literacy and numeracy skills.	IRRV Technician.
Experience and Knowledge	Experience in the administration and processing of Council Tax (billing and recovery). Demonstrate ability to understand, interpret and explain complicated government legislation and the ability to keep up to date with frequent legislative and procedural changes.	
Ability and Skills	Good verbal (fluent English) and written communication skills with the ability to support and negotiate with customers, landlords and stakeholders in a calm, sensitive way in difficult situations. Proven ability to work on own initiative with the minimum of supervision and to use own discretion and judgement.	
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors	Computer literate. Accurate. Ability to work to deadlines and Government targets.	Experience using Office suite. Experience of Electronic Document Management System.