

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Inspections Officer

Revenues & Benefits, Finance

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.



**West
Northamptonshire
Council**

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.

Purpose and impact:

The Inspections Officer plays a vital role in ensuring the accuracy and integrity of the Council Tax and Business Rates property base across West Northamptonshire. By conducting timely and thorough property inspections, the postholder helps to maximise income for the Council, support fair taxation and contribute to effective budget forecasting.

This field-based role directly supports the Council's financial sustainability and service delivery by identifying changes to properties, verifying reliefs and exemptions, and ensuring compliance with relevant legislation.

Accountable to: Revenues Lead

Responsibilities:

1. Maintain and update Council Tax and Business Rates Tax Base spreadsheets to support accurate budget setting and forecasting.
2. Carry out timely inspections of new build properties to ensure they are correctly assessed for Council Tax and Business Rates.
3. Gather and record detailed property information, including photographic evidence, to support the issuance of completion notices and updates to rating lists.
4. Stay informed of relevant Council Tax and Non-Domestic Rates legislation and apply this knowledge to prioritise and manage inspection workloads effectively.
5. Inspect and report on empty properties to verify occupancy status and ensure correct application of and liability for Council Tax and Business Rates.
6. Monitor properties undergoing alterations or improvements following planning permission and prepare reports for the Valuation Office as required.
7. Conduct assessments for Disabled Reduction relief to determine eligibility based on property adaptations.
8. Compile and present data and statistics to support the Council's Tax Base calculations and financial planning.
9. Inspect properties applying for Section 44a relief to confirm partial occupation and accurate rating decisions.
10. Plan, record, and report all inspection activity in a timely and accurate manner using the Council's systems, ensuring a clear audit trail is maintained for all decisions, visits and outcomes.

11. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
12. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
13. Undertake any other duties reasonably required to support the Revenues service and Council objectives.
14. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is always taken for the health, safety and welfare of yourself and other persons.

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:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(A) Application Form, (T) Test, (I) Interview, (P) Presentation, (D) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Strong organisational and time management skills, with the ability to plan and prioritise a varied workload	Essential	A, T, I, P, D
Excellent communication and interpersonal skills, with the ability to engage professionally with customers, colleagues and external partners.	Essential	A, T, I, P, D
Ability to work independently in the field, demonstrating self-motivation, initiative and accountability	Essential.	A, T, I, P, D
Competent in maintaining accurate records and audit trails of inspections and decisions	Essential.	A, T, I, P, D
Analytical thinking and attention to detail when assessing property information and applying legislation	Essential.	A, T, I, P, D
Comfortable using mobile technology and digital tools to record and report inspection outcomes	Essential	A, T, I, P, D
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	Essential.	A, T, I, P, D

Knowledge:	Essential / Desirable	Measured by
Demonstrates the ability to understand and apply complex legislation, in relation to Council Tax and Business Rates	Essential.	A, T, I, P, D
Understanding of equality, diversity, and inclusion principles in service delivery	Essential	A, T, I, P, D
Familiarity with data protection and confidentiality requirements when handling customer information	Essential	A, T, I, P, D

Relevant experience:	Essential / Desirable	Measured by
Experience working independently or as a lone working in a field-based role	Essential.	A, T, I, P, D
Experience conducting property inspections or similar site-based assessments	Essential	A, T, I, P, D
Experience dealing with customers across a range of communication channels	Essential	A, T, I, P, D
Experience working in a Revenues, Local Taxation, or Local Government environment	Desirable	A, T, I, P, D
Experience using Revenues software systems such as MRI One (Academy) system and Ascendant Syx system	Desirable	A, T, I, P, D

Education, training and work qualifications:	Essential / Desirable	Measured by
--	-----------------------	-------------

Educated to GCSE level (or equivalent) including Maths and English	Essential.	A, T, I, P, D
Full, clean UK driving licence and access to a vehicle insured for business use	Essential	

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Day-to-day in the role:

Hours:	37 hours per week	Primary work base:	One Angel Square
Job family band:	Regulatory & Technical	Worker type:	Flexible worker
Salary range:	Band 6	Budget responsibility:	None
People management responsibility:	None		

Working conditions & how we work:

This role involves regular travel across the West Northamptonshire area to carry out property inspections. Officers are expected to work independently in the field, often as lone workers, and must have access to a vehicle insured for business use. While the role does not involve manual handling or working at height, it does require visiting a range of property types, including new builds, empty premises, and commercial sites. You will also have exposure to a range of different customers.

Officers will have access to support via phone and digital systems whilst working remotely.

This role has been identified as a field-based worker type. This means that the majority of your time will be spent working independently within the Borough.

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.

R	Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I	Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V	Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E	Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”