

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Business Rates Billing Officer

Revenues and 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.

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.



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Purpose and impact:

1. To be responsible for accurate and timely administration of Business Rates Billing in accordance with legislation to maximise collection of Business Rates.
2. To deal directly with customers and stakeholders over the phone, in writing as required to provide an excellent service to residents.

Accountable to:

This role is accountable to Business Rates Billing and Recovery Team Leaders within the Revenues and Benefits service, part of the Finance Directorate in West Northamptonshire Council. There is no responsibility for direct line management.

Responsibilities:

1. To maintain an up to date knowledge of Business Rates legislation, both billing and recovery, including case law and related policies and procedures to enable accurate billing and to maximise collection.
2. To work as a team member and to contribute ideas to assist in improving the work and customer experience.
3. Provide a high quality and customer focused service giving advice on Business Rates through face-to-face interviews, telephone, electronic channels as required and to liaise with other internal teams and external agencies as required.
4. Prioritise and manage own workloads to ensure objectives and targets are achieved and customer requirements are met
5. To comply with new and existing Business Rates legislation and working practices.
6. To determine applications and reviews for reliefs and, exemptions after gathering all relevant information and verification required and to set up different payment methods ensuring compliance with direct debit rules as required.
7. To be able to assist the Business Rates Recovery team with their workload during peaks in high service demand.
8. To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
9. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, though effective use of Office 365 and our internal IT systems and applications.
10. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
11. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.
12. Any other duties and responsibilities that may be reasonably allocated

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
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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	A, T, I
Performance: Proven ability to work on own initiative to achieve targets and deadlines and to use own discretion and judgment	Essential	A, T, I
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	A, T, I
Planning and Organising: Strong organisational and time management skills	Essential	A, T, I
Equal Opportunities: Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	Essential	A, T, I
This is applicable to all roles in WNC that are required to use IT equipment: Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	Essential	A, T, I

Knowledge:	Essential / Desirable	Measured by
Legislation: Demonstrate the ability to take on board and understand complex legislation	Essential	A, T, I
Experience of processing Business Rates accounts	Desirable	A, T, I
IT Systems: Demonstrable knowledge and experience of using Revenues and Benefits systems (preferably Capita Academy)	Desirable	A, T, I

Relevant experience:	Essential / Desirable	Measured by
Ability to work as part of a team and to adopt a flexible approach to work.	Essential	A, T, I
Any other duties as reasonable		

Education, training and work qualifications:	Essential / Desirable	Measured by
English and Maths GCSE grade C or above / Proven literacy and numeracy skills	Essential	A, D
In depth experience of working in a Revenues environment	Desirable	A, D
Evidence of continuing CPD	Desirable	A, D

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.

Additional pre-employment checks specific to this role include:

Standard Disclosure and Barring Service Check

Day-to-day in the role:

Hours:	37 Hours	Primary work base:	One Angel Square
Job family band:	WLSCP06	Worker type:	Part-flexible
Salary range:	£34,203 - £37,067	Budget responsibility:	None
People management responsibility:	None		

Working conditions & how we work:

This role has been identified as a part-flexible worker type, this means that you will be able to work from other work locations and when not working from an office you will be working remotely for up to 3 days a week (including from home). Please note during your initial probation period office attendance will be mandatory throughout the working week, home working is not permitted until the probation period has been satisfactorily completed.

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	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”

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

