

Job Description

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

Main accountabilities

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

| Main accountabilities | |
|-----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. | To maintain an up to date knowledge of Council Tax legislation and case law 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 Council Tax 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 Council tax legislation and working practices and to be familiar with the Local Council tax Reductions scheme. |
| 6. | To determine applications and reviews for discounts, exemptions, disregards and reduction 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 demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs. |
| 8. | 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 | | Desirable |
| 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 Council Tax accounts | Desirable |
| 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 |
|-------------------------------------------------------------------------------------------------------------------------------|-------|----------|-------|------|

