# Image of North Northamptonshire Council logo

# Job Description and Person Specification

## Job details

Job title: Rating Assistant

Grade: £25,409-£27,344

Reports to: Senior Revenues Officer (Technical and Recovery).

Responsible for: Staff in absence of Senior Revenues Officer (Technical and Recovery).

Directorate and Service area: Finance – Revenues and Benefits

## Purpose of the job

Ensure the accurate and timely despatch of bills and the effective recovery and collection of Business Rates and Council Tax.

1. The demand, recovery, and collection of Business Rates.
2. Assist in the billing, recovery and collection of Council Tax when required.
3. Reconciliation of valuation office data

## Principal responsibilities

1. **Business Rates** 
   * To be fully conversant with Business Rates legislation and ensure bills are raised in accordance with work instruction and legislation.
   * Sort, record and allocate the daily work from the diary and post.
   * Update computer records with amendments to accounts, for transitional relief, Reliefs and Local discounts, interest payments, government grants and account verification with legislative requirements.
   * Action requests for payment by direct debits.
   * Monitor and maintain empty property rating records under the guidance of the Senior Revenues Officer (Technical and Recovery). Maintain the day-to-day NNDR operations in the absence of the Senior Revenues Officer (Technical and Recovery) or colleagues, jointly with other colleagues.
   * Ensure that refunds, interest payments and tax certificates are calculated and issued correctly.
   * Interview members of the public in connection with revenue matters, conducting correspondence of a routine nature, dealing with telephone enquiries, referring the most complex issues to the Senior Revenues Officer (Technical and Recovery).
   * Operate and maintain the absconding ratepayer’s system.
   * Process insolvency claims and maintain the system for insolvent ratepayers.
   * Prepare write off reports.
   * Create and submit reports to the valuation office in respect of new and altered properties.
   * Process applications for rate relief in respect of transitional relief, small business rate relief, rural settlement relief, charitable relief, discretionary relief and government grants as appropriate.
   * Assist with recovery proceedings for NNDR to include issuing reminders, summons. Prepare liability orders and committal files for appropriate Magistrate Courts. Monitor arrears.
   * Despatch liability orders to enforcement agencies, check payment schedules and enforcement agencies invoices.
   * Maintain the daily and monthly controls of the computerised systems for Council tax and Business Rates to include the reconciliation of payments, refunds, direct debits and write offs to the appropriate accountancy controls.
   * To prepare quarterly returns for Council tax and Business Rates.
2. **Council Tax and Council Tax Recovery** 
   * To be fully conversant with the fundamentals of Council tax legislation, update computer records with amendments to accounts, creating new accounts, conduct property surveys of empty properties to ascertain ownership, occupation, and vacant periods. Establish exemptions, discounts, disabled persons relief, single persons discount and transitional relief scheme.
   * Operate and maintain the system for recording, investigating, and pursuing ‘gone aways’ debtors.

* Assist in Council Tax recovery; prepare liability orders and Committal files for Magistrates Court. Process the outcome of court decisions by despatching liability orders to enforcement agencies, checking enforcement agencies schedules and invoices.

## 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 councils committment 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.

## Special features of the post

This post requires satisfactory clearance of a Disclosure and Barring Service disclosure.

# Person Specification

| **Attributes** | **Essential criteria** | **Desirable criteria** |
| --- | --- | --- |
| Education, Qualifications and Training | Minimum 2 GCSE at C in English & Maths or Equivalent  Experience of Academy systems/software | ECDL - CLAIT  IRRV Technician or Corporate Grade |
| Experience and Knowledge | Experience of working in business rates Experience of working in council tax  Practical experience of recovering business rates or council tax  Experienced in office procedures. | Knowledge of council tax and business rates legislation  Microsoft Office Applications |
| Ability and Skills | Ability to operate software, test software.  Ability to train in Academy applications.  Problem Solving Skills  Able to create simple spreadsheets/letters.  Ability to calculate complex transition and interest payments.  Requirement for a command of spoken English which is sufficient to enable the effective performance of the role. | Excellent written and verbal communication skills.  Good presentation skills |
| Equal Opportunities | Ability to demonstrate awareness/understanding of equal opportunities and other people’s behaviour, physical, social and welfare needs. |  |
| Additional Factors | Methodical and Accurate |  |