



South Kesteven Job Description

Job title:	Business Rates Officer		
Salary:	Up to SK8 (currently £21,939)	Contract:	Permanent
Hours:	Working hours will be 37 hours per week. <i>Week by week arrangements will be in accordance with business requirements and by agreement, subject to your right not to work more than 48 hours per week unless by agreement.</i>		
Location:	Council Offices, St Peters Hill, Grantham	Political restriction:	This job is not politically restricted

1 Overall purpose

To work under the direction of the Business Rates and Enforcement Co-ordinator to administer the registration, billing, collection, and recovery of Business Rates.

To provide an efficient service maintaining customer accounts in accordance with statutory provisions, legislation, and regulation, as well as Council procedures.

2 Responsibilities and outcomes

1. Main responsibilities of the role:

- To effectively maintain the Councils' systems relating to Business Rates, through information received from customers, agents, internal departments, and external agencies
- Assess liability for Business Rates and issue bills accordingly
- To ensure newly built and converted properties are brought into the Business Rates list at the earliest opportunity by issuing Completion Notices and liaison with the Planning and Building Control, the Valuation Office, and other agencies / organisations
- To administer empty properties by making necessary enquiries with estate agents, solicitors, property owners etc
- Maintain accurate Valuation Office lists and reconcile this information with the council's database
- Identify and refer properties needing a visit to the visiting team
- Establish, verify, award and review applications for mandatory and discretionary reliefs and exemptions
- To be aware of any fraudulent applications, and refer these in the first instance to the Business Rates and Enforcement Co-ordinator
- Identify, through experience, the relevant types of rate relief, and to explain to customers how this will affect the amount they have to pay
- Understand and be able to explain how changes in rateable value impact the annual amount customers must pay
- Making recommendations for the award / review of certain relief applications received from businesses
- Negotiate and agree arrangements to discharge debt owed to the Council, and determine the most suitable payment methods for both the business ratepayer and the Council
- To promote payment by direct debit
- Ensure all activities and decisions result in maximisation of revenue and minimises loss

- To identify accounts for the following actions; charging orders or committal
- To attend court hearings to assist the Council's representative and discuss cases with business rate payers who may attend.

2. Liaise with customers, Enforcement Agents, and outside agencies:

- Liaise with members of the public by telephone, correspondence and face to face as required
- To liaise with the Council's Enforcement Agents
- To respond appropriately to correspondence, enquiries, and letters
- Work closely with InvestSK to provide support to businesses within the District
- Liaise with the Valuation Office Agency and other outside bodies where appropriate

3. Undertake any other responsibilities aligned with the overall purpose and grade of the role

3 Values and Behaviours

At SKDC we are building an organisation with a strong internal culture, within our Corporate Strategy we have a definite set of ideas, ways of doing business and values and behaviours. We believe that how you behave does matter, therefore, we believe that our values are just as important as skills.

Accountability – In order to succeed we will need a culture of accountability throughout SKDC. Everyone at every level will need to be responsible for what they do; willingly taking ownership for their actions and decisions and being a reliable, dependable member of the team, often going beyond the normal terms of employment. We cannot work flexibly without accountability.

Flexibility – We can't be set in our ways if we are going to succeed, so flexibility matters. It might be flexibility in terms of the hours you do, the way you work or where you work. We can't afford to do things the same way just because "that's the way it's always been done". Our performance will be measured in outcomes and those outcomes will contribute to achieving our strategy.

Agility – Related to flexibility is agility. SKDC's needs are going to change over time and we need people who can respond to those changes, who can move freely between teams and who want to stretch themselves by being trained to be better at more things.

Equity – Every member of the SKDC team matters, irrespective of their rank or position. All of us should expect to be treated with respect and dignity and doors should be open. We will all be held to account for this.

Networking – We learn from each other and from external partners, so we need to be better at networking. Our networks hold the key to raising our profile, improving our performance, discovering better ideas and developing ourselves.

Learning – We are constantly learning from everything we do, regardless of success or failure. When we do something well, that knowledge can help us repeat and refine what we do in the future. We clearly won't seek failure, but neither will we be frightened of it. And if we fail, we will learn from it and not seek to just apportion blame (see 'accountability' above).

Talent – Having a diverse and talented team is fundamental to our success. However, a person's real talent isn't always obvious; sometimes it's overlooked, other times it may be hidden. Sometimes it's a talent the person didn't realise they had.

4 Flexibility

Some flexibility in the working hours will be required from time to time. This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to duties which may have to be varied (after discussion with the post holder) subject to the changing needs of the organisation.

5 Authority to work in the UK

You must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency.

Key Criteria	Job Requirements	Essential or desirable
Knowledge/ Skills	<ul style="list-style-type: none"> • Knowledge of relevant legislation, best practice, and customer care procedures 	E
	<ul style="list-style-type: none"> • Knowledge of recovery business rates functions and processes 	E
	<ul style="list-style-type: none"> • Knowledge of all relief types – including the eligibility, application, decision making and award process 	E
	<ul style="list-style-type: none"> • An understanding of the principles of valuation in order to identify errors made to the Valuation List by Her Majesty’s Revenue and Customs 	E
	<ul style="list-style-type: none"> • Ability to challenge valuation decisions, with corrective action being taken where appropriate 	E
Qualifications	<ul style="list-style-type: none"> • Qualified to a good general standard of education (including GCSE English & Maths (Grade A – C) or an equivalent qualification) 	E
	<ul style="list-style-type: none"> • Relevant professional qualification in Revenues 	D
	<ul style="list-style-type: none"> • Full UK driving licence 	E
Experience	<ul style="list-style-type: none"> • Experience of working within Business Rates and Enforcement 	E
	<ul style="list-style-type: none"> • Experience of presenting cases at court 	D
	<ul style="list-style-type: none"> • Experience of using the Northgate Revenues IT system 	D
	<ul style="list-style-type: none"> • Experience of recovery / negotiating techniques 	E
Aptitudes	<ul style="list-style-type: none"> • Effective customer care skills, both written and oral 	E
	<ul style="list-style-type: none"> • Ability to remain calm under pressure 	E
	<ul style="list-style-type: none"> • Ability to work to deadlines and to adapt to changing priorities 	E
	<ul style="list-style-type: none"> • Ability to organise / prioritise work to achieve performance targets 	E
	<ul style="list-style-type: none"> • Ability to work on own initiative 	E
	<ul style="list-style-type: none"> • Ability and willingness to work as part of a team 	E
	<ul style="list-style-type: none"> • Flexibility in terms of hours, duties, and preparedness to undertake any tasks required 	E