



# Job Description Compliance Officer



Basildon Council

**POST:** Compliance Officer  
**SERVICE:** Revenues & Benefits  
**SECTION:** Revenues & Enforcement  
**BAND:** 4  
**REPORTS TO:** Senior Billing and Compliance Officer  
**DIRECT REPORTS:** N/A  
**FINANCIAL ACCOUNTABILITY** N/a

**Delete as appropriate: Direct Accountability / Shared Accountability / Monitoring**

**TYPE:** 1) Hot desking or Agile/Mobile Working Hybrid

All Council posts are subject to National Joint Council (NJC) conditions of service.

Basildon Borough Council is committed to safeguarding and promoting the welfare of children and adults, and expects all employees, contractors and volunteers to share its commitment to prevent abuse, harm or exploitation.

Please note that the Council applies a robust recruitment vetting process.

Please note that this post is subject to Department of Works and Pensions (DWP), Protection of National Infrastructure conditions, which means that the post holder will be required to undergo further vetting processes to ensure compliance.

Please note that this post will require a standard Disclosure and Barring Certificate.

## **MAIN PURPOSE**

The purpose of this post is to review all reductions, discounts and exemptions to ensure that they are granted correctly and that where incorrect, the reduction, discount or exemption is removed or reduced accordingly, and where appropriate impose penalties in line with policy and legislation. Staff will ensure that all work undertaken is in accordance with law, regulations and guidelines and handled as promptly and efficiently as possible.

## **GENERAL INFORMATION**

The Revenues and Benefits Service administers the billing and collection of Council Tax, Business Rates liabilities and corporate debt, the assessment of Housing Benefit and the Local Council Tax Support (LCTS) and Local Council Tax Reduction (CTR) scheme. The Service is responsible for ensuring that benefits are paid timely and accurately and that the tax base is protected.

The post holders ensure that reductions, discounts and exemptions are granted correctly and that where incorrect, the reduction, discount or exemption is removed or reduced in accordance with law and policy guidelines and that demands and notices are issued in a timely manner.

All staff must be mindful of potential fraud and that suspected irregularities are referred for investigation in all cases.



**Basildon Council**

A common factor in Revenues and Benefits services is that any member of staff may be called upon to act as a witness in proceedings in courts or tribunals to give factual evidence.

## **DUTIES**

1. Day-to-day general administration of Council Tax billing, seeking to promote efficiency and continuous improvement.
2. To have an understanding of Council Tax legislation, to ensure that processes and decisions are applied in accordance with law and policy guidelines, seeking advice from Senior Billing & Compliance Officers where necessary.
3. To undertake frequent monitoring, inspections and make necessary relevant enquiries to protect the collection fund, as far as possible, and to ensure that any discounts, reductions or exemptions granted are correct and are continually monitored throughout each financial year.
4. To ensure that all changes in circumstances are reported to Basildon BC within the statutory timescale of 21 days or in any event, as soon as practicable, so that a revised Council Tax demand can be issued.
5. Where appropriate, to enforce compliance through the imposition of penalties (which are available through all areas of Council Tax) and in all cases to highlight to taxpayers, the potential consequences of claiming discounts, exemptions and reductions incorrectly or illegally.
6. To keep accurate records, update IT systems and in accordance with law and policy guidelines ensure that demands and notices are issued in a timely manner.
7. To maintain an awareness of current legislation, policy and guidance relating to Council Tax and Local Council Tax Support.
8. To liaise with all internal and external partners as required.
9. Undertake all the duties within the framework of Equal Opportunities.
10. Any other duties appropriate to the post: These other duties must be equivalent to or below the salary and status of the role and, where appropriate, under the Equality Act 2010, due consideration must be given to any employees with a "protected characteristic".
11. You must cooperate in all matters relating to Health and Safety and implement all procedures for your job role. The identification of Health and Safety related risks within the working environment must be highlighted to your management.



**Basildon Council**

## PERSON SPECIFICATION

<b>Position Title:</b>	Compliance Officer	<b>Date Prepared:</b>	17/01/2017
<b>Department:</b>	Revenues & Benefits	<b>Band:</b>	4

AF= Application Form

I = Interview

T= Test

	<b>REQUIREMENTS</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
<b>1.</b>	<b>EXPERIENCE AND KNOWLEDGE</b>			
1.1	Demonstrable experience of working in a benefits section or in a similar environment dealing with income-related assessments.	ü		AF/I
1.2	A good working knowledge of Council Tax law and procedures	ü		AF/I
1.3	Experience of customer/public contact demonstrating good communication and interpersonal skills	ü		AF/I/T
1.4	Experience of accurately maintaining and interpreting personal and financial data	ü		AF/I/T
1.5	Experience of using office information systems	ü		AF/I/T
<b>2.</b>	<b>COMPETENCIES</b>			
1.1	<b>DECIDING AND INITIATING ACTION</b> <ul style="list-style-type: none"> <li>a. Makes prompt, clear decisions which may involve tough choices or considered risks</li> <li>b. Takes responsibility for actions, projects and people</li> <li>c. Takes initiative, acts with confidence and works under own direction</li> <li>d. Initiates and generates activity</li> </ul>			AF/I/T
2.1	<b>WORKING WITH PEOPLE</b> <ul style="list-style-type: none"> <li>a. Demonstrates an interest in and understanding of others</li> <li>b. Adapts to the team and builds team spirit</li> <li>c. Recognises and rewards the contribution of others</li> <li>d. Listens, consults others and communicates proactively</li> <li>e. Supports and cares for others</li> <li>f. Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses</li> </ul>			AF/I/T
4.1	<b>WRITING AND REPORTING</b> <ul style="list-style-type: none"> <li>a. Writes clearly, succinctly and correctly</li> <li>b. Writes convincingly in an engaging and expressive manner</li> </ul>			AF/I/T



	<ul style="list-style-type: none"> <li>c. Avoids the unnecessary use of jargon or complicated language</li> <li>d. Writes in a well structured and logical way</li> <li>e. Structures information to meet the needs and understanding of the intended audience</li> </ul>			
6.1	<p><b>PLANNING AND ORGANISING</b></p> <ul style="list-style-type: none"> <li>a. Sets clearly defined objectives</li> <li>b. Plans activities and projects well in advance and takes account of possible changing circumstances</li> <li>c. Manages time effectively</li> <li>d. Identifies and organises resources needed to accomplish tasks</li> <li>e. Monitors performance against deadlines and milestones</li> </ul>	ü		AF/I/T
7.1	<p><b>ADAPTING AND RESPONDING TO CHANGE</b></p> <ul style="list-style-type: none"> <li>a. Adapts to changing circumstances</li> <li>b. Accepts new ideas and change initiatives</li> <li>c. Adapts interpersonal style to suit different people or situations</li> <li>d. Shows respect and sensitivity towards cultural and religious differences</li> <li>e. Deals with ambiguity, making positive use of the opportunities it presents</li> </ul>	ü		AF/I/T
<b>3.</b>	<b>EDUCATION AND TRAINING</b>			
3.1	Educated to GCSE level or equivalent, indicating an aptitude for mathematics and English language	ü		AF/I
3.2	Professionally qualified to IRRV level or willing to study for the IRRV	ü		AF/I

