



Job Description & Person Specification

Job Title:	Revenues & Welfare Officer (Business Rates)	Job Reference:	
Service:	Revenues		
Location:	Andover	Grade:	HG 6
Reports to:	Revenues & Welfare Team Leader		
Date:	22 July 2021		

Our Values: We expect all of our employees to live by and demonstrate the Council's five key values of:

Accountability, Ambition, Empowerment, Integrity, Inclusiveness.

Main job purpose

To contribute towards the Council's statutory duties and local policies regarding the administration of Revenues with particular reference to Non-Domestic Rates.

Main responsibilities and duties

1. Maintain an accurate database of Non Domestic properties and accounts in accordance with legislation and local policies.
2. Establish liability for Non-Domestic Rates. Identify and assess entitlements to any discounts / reliefs / exemptions that may apply.
3. Calculate and apply Transitional Relief as required by legislation.
4. Assess all applications for mandatory and discretionary relief, ensuring all required information is obtained from the customer.
5. Identify additional rateable value in the borough. This may be through the addition of new properties to the Rating List or through changes to existing properties. Issue Completion Notices as appropriate.
6. Liaise with colleagues in other departments to ensure that all relevant information

	that may affect the Ratings List is effectively managed.
7.	Liaise with the Valuation Office Agency over any changes to existing properties on the Rating List and the introduction of new properties. Ensure that all VO updates are updated and reconciled on internal databases.
8.	Every employee while at work has a duty to take reasonable care for the health and safety of himself/herself and of other persons who may be affected by his/her acts or omissions at work – Health and Safety at Work Act 1974.
Supervision and management	
N/A	
Resources	
<p>No direct budgetary amounts, the role indirectly impacts on the following</p> <p>2021/22 estimated amounts: £50 million Non Domestic Rates (net collectable debt), of which TVBC retains approximately 10%. 4,621 Business Rate Properties</p> <p>Indirectly impacts on the following 2021/22 estimated amounts: Local Taxation Services budget £870,000 expenditure £185,000 government grant £150,000 fees & charges income</p>	
Contacts and relationships	
<p>The team are responsible for ensuring the prompt billing and collection of Business Rates to protect the long-term financial stability of the council.</p> <p>Dealing directly with customers on sensitive issues, such as recovery of outstanding debts, can be challenging. Having the knowledge to be able to respond accurately whilst explaining technically complex subject matter to customers who do not have technical knowledge on the subject.</p>	
Working environment	
<ul style="list-style-type: none"> • This is an office based role. • Contact with the public with risk of challenge or abusive behaviour. 	

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CRITERIA Everything included in this section needs to be able to be objectively measured in one of the following ways: application form, certificates, testing, interview or references.	ESSENTIAL DESIRABLE
Educational and professional qualifications	
<ul style="list-style-type: none"> • Minimum of 5 GCSEs (grades A to C or equivalent) including English and Mathematics • Institute of Revenues Rating and Valuation qualification (IRRV) 	Essential Desirable
Knowledge	
<ul style="list-style-type: none"> • Knowledge of current Data Protection legislation 	Desirable
Experience	
<ul style="list-style-type: none"> • Minimum of 3 years' experience of working with the public within a call centre / Business Rates role • Experience with dealing with sensitive situations and difficult customers • Experience of working in a Business Rates environment to ensure knowledge of appropriate legislation 	Essential Essential Essential
Key skills	
<ul style="list-style-type: none"> • IT Literate – Relevant experience of using Microsoft Office products (although full training will be given) • Able to operate within clear policy guidelines • Communication skills 	Essential Essential Essential
Personal qualities and behaviours	
<ul style="list-style-type: none"> • Able to work to deadlines • Able to cope with change 	Essential Desirable
Other Factors	
Basic Disclosure check required	
Corporate Responsibilities	

All employees are required to adhere to corporate policies, procedures and codes of conduct; full details can be found on the intranet or from your line manager. Particular aspects include:

Health and Safety - Every employee while at work has a duty to take reasonable care for the health and safety of himself/herself and of other persons who may be affected by his/her acts or omissions at work - Health and Safety at Work Act 1974.

All employees are required to adhere to the Council's corporate policy, procedures associated with their duties and to undertake tasks/training in that context, as required.

Safeguarding - This Council is committed to safeguarding and promoting the welfare of children and young people and vulnerable adults and expects all employees and volunteers to share this commitment, and to adhere to the Council's Safeguarding Policy.

Equalities – This Council is committed to providing equal opportunities for all. We believe that employing people from different backgrounds with a range of perspectives and experiences helps us to deliver high quality services to all our residents. We employ people based on their abilities and potential, regardless of any protected characteristics.

Social Media - Employees are required to adhere to social media corporate policies and to undertake tasks/training in that context as required. Employees must not bring the Council into disrepute through their use of social media either personally or on behalf of the Council.

Financial – Employees are required to adhere to the Council's financial regulations and to undertake tasks/training in that context, as required.

Risk Management - Employees are required to adhere to the Council's risk management strategy and to undertake tasks/training in that context, as required.

Data Protection and Data Security - We hold and process information about our customers and as such we are legally obliged to protect that information. Data protection is important for the Council, and employees are required to understand and adhere to relevant policies and procedures.