



South Kesteven Job Description

Job title:	Business Rates and Enforcement Co-Ordinator		
Salary:	Up to SK10 (currently £26,844)	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 be responsible for the administration and supervision of a team dealing with the billing of Business Rates and collection and enforcement of Council Tax and Business Rates debts.

To co-ordinate the delivery of Business Rates and Enforcement within the Revenues Service for South Kesteven District Council in accordance with legislation, policy, and procedures.

To ensure the Revenues Service implements and delivers performance improvements and the actions described in the Corporate plan and service plan.

2 Responsibilities and outcomes

- Co-ordinate the work of the Business Rates and Enforcement Team on a day-to-day basis:
 - Ensuring all performance targets are achieved in line with service demands, legislative and procedural requirements
 - Co-ordinate the processes of valuation, billing, collection, and enforcement for Business Rates.
 - Co-ordinate the processes of collection and enforcement for Council tax.
 - Identify training needs and give training where appropriate
- Liaise with customers, Enforcement Agents, and outside agencies:
 - Liaise with members of the public by telephone, correspondence and face to face as required
 - Respond to difficult or complex correspondence, enquiries, and letters of complaint
 - Monitor the performance of the Enforcement Agency company(s) to ensure compliance with the Service Level Agreement
 - Work closely with InvestSK to provide support to businesses within the District
 - Liaise with the Valuation Office Agency and other outside bodies where appropriate
 - Work closely with and provide cover for the fellow co-ordinators within the Revenues and Benefits Service.

3. Ensure the recovery of all Council tax and Business Rates debts is carried out efficiently and effectively
 - Prepare a recovery timetable ensuring that appropriate enforcement action is taken in respect of outstanding debt
 - Ensure the accuracy and dispatch of all reminders, summons, final notice and seven-day letters
 - Represent the Council internally and externally in all matters of enforcement, particularly at the Magistrates Court regarding liability order applications and committal proceedings
 - Ensure debts are moved to the next stage of recovery in a timely manner and ensuring the means of recovery is appropriate
 - Ensure all procedures are carried out and information given to the public is in accordance with current legislation, regulations, and council policy, with particular emphasis on customer care.
 - Lead and authorise decisions in respect of insolvency, charging order and committal.
 - Provide technical expertise and advice in respect of enforcement.
 - Provide instruction, advice, and guidance to staff on all Business Rates matters to ensure they are kept up to date with legislation and Council policy
 - Utilise knowledge, skills, and experience to enable maximisation of income growth and reduction in debt
 - Attend Committee meetings as required to provide and update information on enforcement activity
4. Ensure all information is relevant and up to date
 - All policies and guidance to be reviewed in accordance with set timelines and are up to date, including internal and external material and information on the website
 - Oversee the implementation of Business Rates revaluations, ensuring the Rating List always remains “in-balance” with Valuation Office records.
 - Maintain a knowledge of relevant legislation and best practice
5. 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	• Excellent knowledge of relevant legislation, best practice, and customer care procedures	E
	• Excellent knowledge of recovery functions and processes	E
	• Ability to work to deadlines, exercising judgement over personal, team and service priorities and reconciling conflicting demands and pressures	E
	• Ability to plan and organise own work	E
	• Effective customer care skills, both written and oral	E
Qualifications	• Qualified to a good general standard of education (including GCSE English & Maths (Grade A – C) or an equivalent qualification)	E
	• Relevant professional qualification in Revenues	D
	• Full UK driving licence	E
Experience	• Experience of working within Business Rates and Enforcement	E
	• Experience of successfully managing and motivating a team in a busy and time pressured environment	E
	• Experience of presenting cases at court	D
	• Experience of using the Northgate Revenues IT system	D
Aptitudes	• Achieves results through managing performance, challenges negative behaviours and resolves problems in a fair and consistent way	E
	• Able to challenge and receive feedback to improve motivation, delivery, and performance	E
	• Ability to remain calm under pressure	E
	• Ability to work on own initiative	E
	• Ability and willingness to work as part of a team	E
	• An excellent role model who will promote the highest standards and live the Council's values and behaviours	E
	• Flexibility in terms of hours, duties, and preparedness to undertake any tasks required	E