***LEICESTERSHIRE REVENUES & BENEFITS SHARED SERVICE***

***(HDC, NWL, HBBC)***

**JOB DESCRIPTION**

**POST TITLE:**

**Council Tax Officer**

**SERVICE AREA:**

**Revenues & Benefits Shared Service**

**RESPONSIBLE TO:**

**Council Tax Team Leader**

**POST NUMBER:**

**R124**

**GRADE: 4.4.D**

**DATE REVIEWED:**

**6.11.2018**

**VERSION:**

**2.0**

**NEXT REVIEW:**

**LAST UPDATED BY:**

**Storme Coop**

**VARIATIONS TO STANDARD CONDITIONS OF SERVICE**

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| **1** | The partnership intends to periodically review employees' job descriptions to ensure each job role reflects the needs and changes within the partnership as it evolves.  This process will be jointly conducted by the manager and post holder where possible.  |

**JOB PURPOSE**

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| **1** | To provide an efficient customer focused service for the administration of Council Tax to ensure that the database is accurately updated, bills and notices are issued in a timely manner, discounts and exemptions are granted in accordance with statutory regulations, local policies, operational procedures and appropriate performance indicators. |
| **2** | To provide the efficient and effective recovery of all debts owed to the Shared Service, to include Council Tax and Housing Benefits overpayments. |

**MAIN ACCOUNTABILITIES**

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| **1** | Maintaining and updating Council Tax records to include: setting up new properties, the edit and despatch of bills/adjustment notices, granting of discounts and property exemptions, setting up payment methods, promoting Direct Debit and actioning refunds. |
| **2** | Where correspondence is returned marked ‘gone away’, to investigate and take all necessary action to trace absconders. To include the interrogation of credit reference agency data, making telephone calls to owners/landlords and preparing cases for write off. |
| **3** | To assist with the maintenance of the Council Tax Valuation List by updating Valuation Office schedules and ensuring that control totals are balanced appropriately and control of Valuation Office reconciliation to audit requirements to ensure that the number of properties shown on the Valuation Office list agrees with the number of properties on the Council’s Council Tax database. |
| **4** | To action information received from Building Control and Planning, to include: updating the Council Tax building control module database with new property details; issue of completion notices, deal with all related enquiries etc. |
| **5** | To meet agreed performance and accuracy targets and provide a quality service with a high level of customer care, including face to face at Council offices/Court and telephone contact with customers as required in order to provide a high quality service to customers. |
| **6** | To deal with customer enquiries using the appropriate means(telephone, letter or face to face) in a polite and efficient manner, ensuring all necessary information is gathered from the customer and any other available source in order to resolve customer enquiries or process amendments. |
| **7** | Explain and give specialist advice to members of the public with regard to Council Tax and Housing Benefit Overpayment issues on the telephone, by webcam/internet and in person at the council offices or at Court. |
| **8** | To prepare and issue all recovery documentation for Council Tax and overpaid Housing Benefit. |
| **9** | To identify cases to be referred to Enforcement Agents for collection. To maintain regular liaison with the Enforcement Agents and deal with associated enquiries. To update the Enforcement Agent website with all relevant notes, changes to balances, direct payments received etc. To arrange payment of fees as invoiced. |
| **10** | To monitor the progress of cases to ensure that they are escalated to the appropriate recovery stage this will include dealing with cases returned from the Enforcement Agents. |
| **11** | Negotiate payment arrangements with debtors for Council Tax, and Housing Benefit overpayments and monitor payment arrangements taking the appropriate action in the event of default. |
| **12** | Monitor the daily cash posting reports to ensure the correct allocation of payments to accounts subject to enforcement action. |
| **13** | Issue and monitor Attachment of Earnings Orders, Deductions from DWP Benefits and Members Allowances and liaise with internal and external agencies, other Councils, Enforcement Agents, Citizens Advice Bureau, Money Advice etc. as required. |
| **14** | To assist the Council Tax Team Leader and Senior Council Tax Officer with the mentoring of new staff and assist with the processing of reports and basic integrity issues correcting them where necessary. |
| **15** | To provide appropriate support and work closely with Team Leaders and Senior Officers in the Shared Service to assist in delivery of service and team outcomes and ensure there is a coherent and a joined up approach at all times. |
| **16** | Prioritising workload in order to achieve service targets and maximise collection. To ensure a proactive approach is always used where there is a need to contact customers for further information or evidence in support of their account or debt. |
| **17** | To maintain a good knowledge and keep fully up to date with Council Tax and Housing Benefit debt recovery legislation, regulations and local guidance and to take responsibility for self development. To undertake any necessary training, as required. |
| **18** | To liaise with the relevant service including Benefits, Non Domestic Rates and Visiting Officers in relation to the collection of information or any impact on other services following amendments made to customer accounts. |
| **19** | To provide appropriate clerical support to the Shared Service as required including the indexing on incoming documents into Information@work as required. |
| **20** | As a term of employment the post holder may be required to undertake other such duties as may reasonably be required of you in the post and Shared Service mentioned above. To include assisting with project work, business process reengineering, system testing etc. |
| **21** | To comply with the Officers' Code of Conduct; corporate personnel policies/practices, particularly absence management; health and safety; equalities and individual Performance/ Development Appraisals. Duties that include processing of personal data, must be undertaken within the Data Protection Guidelines (Data Protection Act 1998). |



**Person Specification**

**POST TITLE:**

**Council Tax Officer**

**SERVICE AREA:**

**Revenues & Benefits Shared Service**

**GRADE: 4**

 **4.4.D**

**HOURS: 37**

**TEAM:**

**Revenues**

| **Attributes** | **Criteria** | **Essential** | **Desirable** | **Method of assessment** |
| --- | --- | --- | --- | --- |
| **Job Experience** | Experience of working within a similar environment. | ✓ |  | A, I |
| Experience of communicating with customers in writing and verbally. | ✓ |  | A, I |
| Experience of prioritising workloads to meet strict and critical deadlines. | ✓ |  | A, I |
| Experience of working with Council Tax administration or in a revenue recovery environment. |  | ✓ | A, I |
| To be competent in the use of computerised systems including the Microsoft suite of applications. | ✓ |  | A, I |
| Clerical experience and the use of a document management system. | ✓ |  | A, I |
| **Knowledge** | Basic knowledge of Council Tax billing, collection, recovery and enforcement. | ✓ |  | A, I |
| An awareness of Data Protection issues. | ✓ |  | A, I |
| Knowledge of recovery and enforcement processes for Housing Benefit overpayments. |  | ✓ | A, I |
| **Skills/Abilities** | Excellent written and verbal communication skills with the ability deal with customers in person and by telephone. | ✓ |  | A, I |
| Ability to communicate information clearly and simply and to adapt communication styles (verbal and written) according to the situation | ✓ |  | A, I |
| Ability to work accurately and quickly under pressure to tight deadlines | ✓ |  | A, I |
| Good customer handling and care skills with the ability to demonstrate a high degree of customer focus. | ✓ |  | A, I |
| Ability to deal with difficult and sensitive situations to achieve positive outcomes. | ✓ |  | A, I |
| Ability to deal with customers in a confidential, tactful and helpful way | ✓ |  | A, I |
| Ability to form effective working relationships with internal and external parties ensuring high levels of customer satisfaction | ✓ |  | A, I |
| The ability to work as part of a team but also work independently and using initiative with minimal supervision. | ✓ |  | A, I |
| **Qualifications** | GCSE Grade C Mathematics and English Language or equivalent or able to demonstrate equivalent aptitude. | ✓ |  | A, I |
| IRRV Level 3 Certificate (Technician) or equivalent experience |  | ✓ | A, I |
| **Equalities** | Ability to work in a non-discriminatory manner, in accordance with the appropriate Council’s Equal Opportunities Policy. | ✓ |  | A, I |
| Commitment to equality and diversity in employment and service delivery. | ✓ |  | A, I |
| **Other** | Good general IT skills including the use of the Microsoft Office suite of applications | ✓ |  | A, I |
| Full valid driving licence and access to a suitable vehicle for work purposes |  | ✓ | A, I |

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| Method of Assessment Key |
| Application (A) | Interview (I) | Test (T) | Presentation (P) | Certificate (C) |