



JOB DESCRIPTION

Job Title:	Business Rates Technical Officer	Job Number: (Official use ONLY)	
Department / Service:	Financial Services	Main location: (i.e. where primarily based)	Council Offices, Farnborough Road, Farnborough GU14 7JU
Hours of Work:	37	Post Restrictions: (e.g. politically restricted and/or sensitive)	Yes/No (See Note 1 in Section K)
Grade & Salary Band: (where appropriate)	G4: £33,699 to £39,862	Regulated Activity: (i.e. DBS check required)	Yes/No (See Note 2 in Section K)

Job Purpose: (i.e. Context & summary of why the role exists)	<p>To provide technical and legislative support on all aspects of Business Rates; including the completion of government returns.</p> <p>To provide data analysis on Business Rates activity to inform policy decisions regarding business rates avoidance and Business Rates retention.</p> <p>To work on the day-to-day billing and collection of business rates.</p>
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Main Duties

1	Technical Level Maintain a current and expert knowledge in all aspects of business rates, including legislation, systems and national developments.
2	Assist the Revenues Manager (Business Rates and Council Tax) with the development and implementation of any legislative or policy changes due to regulations or guidance received from the DCLG
3	Carry out regular analysis of Business Rates Data, appeals and Rating Lists is carried out and make recommendation for change based on the finding.
4	Complete all statistical returns for DCLG and CIPFA as required. Ensure validation of all data is carried out before supplying the return. Any variances should be investigated and discussed with Revenues Manager (Business Rates and Council Tax).
5	Assist in developing policies to maximise growth and income collection and minimise loss of income through Business Rates avoidance tactics.

6	Provide specialist Business Rates knowledge, including advice and recommendations on non-standard complex cases.
7	Administer Discretionary Rate Relief in line with the council's policy.
8	Assist the Principal Revenues and Benefits Officer with Business Rates annual billing and year-end processes.
9	Day to day level Processing of the day-to-day communications from business ratepayers or other parties.
10	Amending the computer records to reflect changes in Business Rates liability. Amend reliefs and exemptions where appropriate.
11	Resolving disputes and queries regarding Business Rates liability.
12	Process and balance the Business rates valuation list including processing the valuation certificates,
13	Negotiating and monitoring payment arrangements with rate payers in order to maximise collection of business rates
14	Carry out proactive recovery activity including contacting ratepayers to pursue outstanding business rates.
15	Monitor arrears cases by running and reviewing reports from the computer system.

Staff Reports & Responsibilities

Direct Reports	Job N ^o	Title	Grade	Level of mentoring, supervision and/or responsibilities
Responsible to		Revenues Manager (Council tax and Business Rates)	6	Low to medium
Responsible for	None			

Budget, business planning and/or cash handling responsibilities

Duties, Tasks & Activities	Budget (Provide details of the amounts involved and the extent to which these responsibilities are individual or shared with others)	Indicative frequency (i.e. how long)
Support the Revenues Manager (Council Tax and Business Rates) and Head of Financial Services in forecasting Business Rates Revenue to form part of the council's overall budget.	There is no direct financial responsibility attributed to this post holder. However, as part of the Business Rates financial planning process the post holder will have an important role in helping to mitigate any loss of income through business rates avoidance and incorrect financial returns.	Monthly at least 1 day a week

Income responsibilities including bidding for grants

Duties, Tasks & Activities	Income level(s) (Provide details of the amounts involved and the extent to which these responsibilities are individual or shared with others)	Indicative frequency (i.e. how long)
N/A		

Working Conditions & Environment(s)

Duties, Tasks & Activities	Summary of work environment(s) and conditions or people related behaviour	Indicative duration (i.e. how long)
Office based work 90%	Normal office based role	
Outside visiting of business properties 10%	There will be occasions where this post holder would visit businesses or originations either on their own or with the Revenues Inspector or Principal Revenues and Benefits officer to discuss business rates issues.	

Additional Duties, Tasks and Activities

Duties, Tasks & Activities	(E)ssential or (D)esirable
Presenting data to members, senior officers and outside bodies in relation to business rates	D
Attend user groups away from the offices	E
Work with the Principal Revenues and Benefits Officer on a strategy for maximising income to the council by way of achieving additional business rates income.	E
Liaise with the Valuation Office and business on options around business rates	E

Corporate Standards

1	Actively promote and model the council's values and behaviours.
2	Take reasonable care of own health and safety, and that of other persons who may be affected by acts or omissions at work.
3	Ensure that service delivery complies with current regulations, accepted professional standards, the Council's policies and procedures and current legislation, including that covering data protection, health and safety, safeguarding children, vulnerable adults and equalities.
4	All staff are required to make themselves familiar and comply with the council's Safeguarding Policy and processes..
5	Undertake any other duties that are commensurate with the requirements of the post.

PERSON SPECIFICATION

Knowledge, Experience & Technical Competencies

Skills, Abilities, Qualities & Attributes (NB: Verification may be required)	(E)ssential or (D)esirable	How Assessed (i.e. (A)pplication form / (I)nterview / (T)ests or (App)raisal)
Detailed knowledge of legislation regarding Business Rates	E	A,I,T
Ability to handle and interpret data	E	A,I
Experience of public speaking and/or delivering presentations	D	A,I,T
Experience of making difficult/complex decisions	D	A,I
Use of IT – knowledge and experience of the Revenues I-World System	D	A,I
Dealing with customers in a public sector environment	D	A,I
Numeracy to deal with payments and statistical information	E	A,I
Previous experience of dealing with customers where negotiation is required	D	A,I

Qualifications and Training

Skills, Abilities, Qualities & Attributes (NB: Verification may be required)	(E)ssential or (D)esirable	How Assessed (i.e. (A)pplication form / (I)nterview / (T)ests or (App)raisal)
The Institute of Revenues Rating and Valuation IRRV Technical Qualification (Equivalent to an NVQ 3 = two or more A levels, BTEC Ordinary National Diploma (OND), City & Guilds Advanced Craft.)	D	A,I – certificate

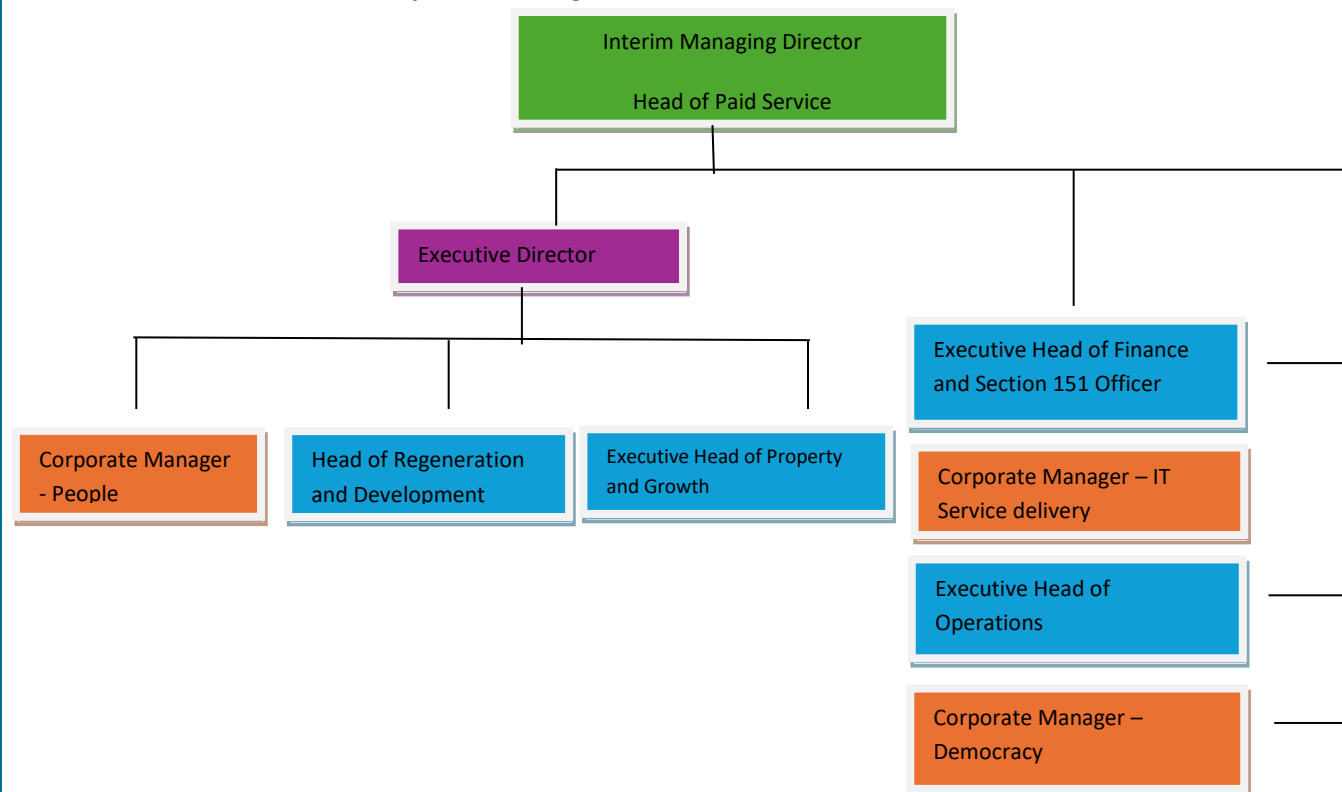
Interpersonal & Communication Skills and Core Behaviours

Skills, Abilities, Qualities & Attributes	(E)ssential or (D)esirable	How Assessed (i.e. (A)pplication form / (I)nterview / (T)ests or (App)raisal)
Self confidence Excellent communication skills including: <ul style="list-style-type: none"> • report and presentation writing • ability to communicate at all levels • Listening skills Working collaboratively Commitment to excellent customer service Adaptability and resilience - Responds quickly to challenging and changing situation Welcomes new ways of working	D	A,I

ORGANISATIONAL STRUCTURE & POSITION

Service and team structure

Service structure (Rushmoor Corporate Management Team)



Team Structure

