

Business Unit: Revenues and Benefits



Job Description

JOB TITLE: Senior Business Rates Officer

GRADE: SO1

RESPONSIBLE TO: Service Manager – Business Rates

RESPONSIBLE FOR: Responsible for quality assurance across the Service

UP TO 5 STAFF	6-15 STAFF	16-49 STAFF	50+ STAFF
	X		

Key Purpose of Role

This role exists to assist in the delivery of Revenues and Benefits for Haringey Council in accordance with legislation, policy and procedures within an internal shared service centre.

Staff will be expected to maximise income growth, enable debt reduction, minimise subsidy error and accurately assess benefits.

All staff will be expected to exhibit the competencies detailed in the Person Specification and to deliver services in line with our expected behaviours:

- Ambitious
- Accountable
- Human
- Professional

Key Generic Accountabilities

- To operate as a **Business Rates Senior officer** across the core activities of the service with a focus on delivering a high level of customer service and **performance**.
- To provide **advice** and be able to deal with complex, contentious or technical enquiries.
- To assist customers in a way that reflects **Haringey's Values, Principles and Pledges**.

- To **comply** with statute, legislation, discretionary powers, council standing orders, council policies and codes or standards of conduct.
- To contribute to the provision of **high quality**, professional customer facing services and improved service outcomes.
- To demonstrate flexibility and adaptability in the drive towards **change** and the improvement of processes.
- To comply with the Council's **Health & Safety** requirements;
- Understand and comply with the Council's **Equal Opportunities** Policy.

Key activities

The key activities for this role include but are not limited to:

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- Deal with and manage workloads and service demand in line with legislative and procedural requirements.
- Use IT systems to facilitate and administer records within revenues and benefits
- Utilise knowledge, skills and experience of Business Rates to enable the maximisation of income growth and reduction in debt
- Deliver a professional service with due regard for targets, service improvement and performance quality.
- Maintain a knowledge of relevant legislation, best practice and customer contact procedures

Technical Knowledge and Experience:

- IRRV Qualified or previous technical experience gained from having worked in a local revenues customer focused environment (D)
- Good understanding of NNDR legislation
- Ability to organise and monitor the workflow of the NNDR Team
- Excellent levels of literacy and numeracy.
- Excellent knowledge and application of IT systems and software packages.
- Ability to work with minimum supervision, using problem solving skills and initiative to provide a customer focussed support service.
- Experience of writing detailed witness statements and complex letters, e.g. drafting stage-one complaints;
- Ability to act as an expert witness at either the High Court, a Valuation Tribunal or at the Magistrates' Court
- Ability to work flexibly, balancing competing priorities and meeting deadlines whilst understanding the needs, timescales and deadlines of others.
- Ability to deal diplomatically and confidentially with a wider range of stakeholders both internally and externally
- Ability to identify improvements to processes and systems and to share the recommendations with the wider team
- To assist with the development of any assistants or apprentices on the NNDR

team

- To assist the team with any advisory queries pertaining to NNDR
- To assist with complex NNDR enquiries and complaints



Business Unit: Revenues and Benefits

Haringey Council

Person Specification

JOB TITLE:	Business Rates Senior Officer
GRADE:	SO1
RESPONSIBLE TO:	Service Manager – Business Support
RESPONSIBLE FOR:	Responsible for quality assurance across the Service

All staff make these Personal Commitments:

WE OWE EACH OTHER a working environment characterised by trust and respect for the individual, fostering open and honest communication at all levels.

WE OWE OUR CUSTOMERS AND PARTNERS the highest quality of service possible characterised by responsiveness, accuracy, integrity and professionalism. We will continue strive for quality improvement.

WE OWE OUR ORGANISATION our full professional commitment and dedication. We will always look beyond the traditional scope of our individual positions to promote teamwork and business effectiveness

WE OWE OURSELVES personal and professional growth. We will seek new knowledge and greater challenges. We will expect to change and self renew.

Demonstrate behaviour in line with our values:

- Ambitious
- Accountable
- Human
- Professional

Deliver services in line with our principles:

- Pain-free
- Personal
- Pride
- Proactive
- Productive

The following criteria are essential (E) or desirable (D) for this role:

- Have an excellent knowledge of relevant legislation, best practice and customer contact procedures as well as associated experience in respect of Business Rates (E)
- Experience of setting own priorities and of working within tight deadlines in a pressured environment to meet targets (E)
- Experience of assisting with the management and motivation of teams in a busy environment. (E)
- Able to work under pressure with competing priorities (E)
- Politically aware (D)
- Awareness of the current and expected issues impacting Local Authorities. (D)
- Able to communicate accurately and professionally (E)
- Good written and verbal communications skills (E)
- Good IT skills, including MS Office (E)
- Knowledge and experience of Revenues IT Systems (E)

