

Business Unit: Revenues and Benefits



Job Description

JOB TITLE: Business Rates Service Officer

GRADE: Scale 5 to Scale 6

RESPONSIBLE TO: Senior Officer & Service Manager

RESPONSIBLE FOR: Responsible for processing and administration 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 an effective service 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 officer with a focus on delivering a high level of customer service and **performance**.
- To **specialise** in the administration and enforcement of Business Rates.
- 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:

- Carry out the processes of valuation, billing, collection and enforcement of Business Rates in accordance with legislation, policy and procedure.
- Deal with customer enquiries in writing, by telephone and in person, accurately and professionally with due regard for legislative and procedural requirements.
- Use IT systems to facilitate and administer records within Business Rates.
- Deliver a professional service with due regard for targets, service improvements and performance quality.
- Utilise knowledge, skills and experience to enable the maximisation of income growth and reduction in debt
- Maintain a knowledge of relevant legislation, best practice and customer contact procedures
- **The ability to learn legislation surrounding business rates**
- **Good numerical reasoning skills**
- **The ability to work under pressure**
- **To attend Liability Order Hearings at the Magistrates' Court**

Progression to Scale 6 will require the post holder to fulfil the above and in addition the tasks below for a minimum of 6 months:

- Deal with more complex areas of Business Rates.
 - Examples for Business Rates may include but are not limited to: the resolution of disputes and complaints, decisions around areas of discretion, provision of detailed statements and calculations, recovery selection and preparation of cases for insolvency, charging order or committal.
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- To consistently achieve performance targets and standards.

Technical Knowledge and Experience:

- Previous technical experience gained from having worked in a Business Rates customer focused environment.
- 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 and complex letters, e.g. drafting stage-one complaints;
- 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.

This is a high volume and pressurised work environment, which is target based and performance driven. Service requirements will constantly shift within the department to maximise collection and ensure statutory and case law compliance.

Grade progression will be through Performance Appraisal. This will be assessed in line with business need and will not be automatic.



Business Unit: Revenues and Benefits

Haringey Council

Person Specification

JOB TITLE: Business Rates Officer

GRADE: Scale 5 to Scale 6

RESPONSIBLE TO: Business Rates Manager

RESPONSIBLE FOR: Responsible for the processing and administration 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 a knowledge of relevant legislation, best practice and customer contact procedures in Business Rates. (E)
- Experience of Business Rates administration and enforcement or a similar field. (D)
- Experience of working to set targets and delivering to tight deadlines with minimal supervision. (E)
- Able to communicate accurately and professionally (E)
- Ability to manage own workload (D)
- Good written and verbal communications skills (E)
- Good IT skills, including MS Office (E)
- Knowledge and experience of Business Rates IT Systems (E)

The employee's duties require the following activities: -

	Yes		Yes
Office duties	X	Outdoor work / uneven surfaces	
Use of a computer	X	Working at heights / on ladders / roof work	
Audio typing		Confined spaces	
Potentially confrontational work		Outdoor work or extremes of temperature	
Crisis or conflict situations		Driving a Minibus as part of duties or as a volunteer	
Management responsibility		Driving car / van as part of duty	
Tight deadlines	X	LGV / PSV driving	
Walking 1+ miles during working day		Operating lift-truck, digger or crane	
Use of stairs		Work with significant electrical hazards	
Regular manual handling of objects / furniture / equipment (please indicate kilos involved)		Operating potentially hazardous machinery	
Regular and repetitive movements		Exposure to potentially hazardous substances	
Awkward positions e.g. stooping, bending, reaching up		Chemicals, e.g. solvents or metal working fluids	
Sitting / Standing for prolonged periods	X	Noisy environment (over 80dB[A])	
Working alone or in isolation		Radiation	
Working shifts / unsocial hours / nights		Respiratory e.g. dust, fume, solder	
Risk of infection e.g. TB, Hep B / Other		Vibrating machinery	
Teaching or responsibility for children		Preparing raw food / serving food	
Control and restraint		Other	