

Job Description

| JOB DETAILS | |
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| Job Title | Business Rates Officer |
| Service Area / Team | Finance / Business Rates & Corporate Debt |
| Reports to | Business Rates & Corporate Debt Team Leader |
| Grade & Annual Salary | D/E |
| Politically Restricted Post | No |
| DBS Requirement | Basic |

| JOB PURPOSE |
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| <ul style="list-style-type: none"> Maximising revenue due to the council by accurately processing, visiting, collecting and recovering Business Rates due within the statutory requirements. Consistently offering the highest level of service to our customers resolving issues with the least amount of contact. <p>At Level 2 the post holder will be expected to deal with more complex issues and cases, including taking the lead on investigative work, preparing case files and attending court. The main duties and responsibilities will be taken largely autonomously, using own initiative to secure best outcomes for the council, with limited supervision.</p> |

| MAIN DUTIES AND RESPONSIBILITIES |
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| <ul style="list-style-type: none"> To process all Business Rates administration efficiently and accurately in line with current legislation and the operating procedures of the service. |
| <ul style="list-style-type: none"> Assist the Business Rates & Corporate Debt Team Leader and Manager in preparation for annual billing. |
| <ul style="list-style-type: none"> Manage multiple workstreams to ensure work is processed fairly and in date order, including but not limited to incoming emails and workflow. |
| <ul style="list-style-type: none"> To set up new properties, reporting to the Valuation Office, liaising with planning and the Valuation Office. Processing valuation schedules, street naming and numbering reports and maintenance of all property listings. |
| <ul style="list-style-type: none"> To process BACS, DD reports efficiently and accurately to ensure minimal loss in revenue. |

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| <ul style="list-style-type: none"> • Ensure prelists are worked thoroughly to provide the best possible service to ratepayers, maximise Council revenue and protect the Council's reputation. |
| <ul style="list-style-type: none"> • To calculate apportionments, discounts, exemptions, reliefs and refunds on Business Rates accounts, including debt transfers. |
| <ul style="list-style-type: none"> • Planning and Building Control delegate lists to be checked and visits arranged accordingly. |
| <ul style="list-style-type: none"> • Responsible for visiting Business premises in the District: Empty premises, monitoring New Builds and issuing Completion Notices, to advise customers on splits, mergers, Section 44A relief and report to the Valuation Office Agency as appropriate. |
| <ul style="list-style-type: none"> • To prepare and refer write off's and debt management write off's where appropriate |
| <ul style="list-style-type: none"> • Ensuring credits are refunded or allocated as soon as practical, once identified. |
| <ul style="list-style-type: none"> • To research relevant legislation and case law in order to make independent decisions regarding accounts |
| <ul style="list-style-type: none"> • To take all incoming calls to the Business Rates & Corporate Debt team. |
| <ul style="list-style-type: none"> • To identify and refer irregularities of information to the Business Rates and Corporate Debt Team Leader or the Business Rates and Corporate Debt Manager. |
| <ul style="list-style-type: none"> • To share information and ensure shared records are kept up to date promptly. |
| <ul style="list-style-type: none"> • To assist with the training/mentoring of new staff. |
| <ul style="list-style-type: none"> • To deal with ad hoc workstreams efficiently and effectively i.e. KIN referrals and Destin HUB. |
| <ul style="list-style-type: none"> • Subscribe to knowledge hubs such as IRRV, Business Rates Information Letters to ensure continuous learning. |
| <ul style="list-style-type: none"> • To promote a positive team spirit by working well with other team members, sharing responsibility of common goals and understanding different roles and responsibilities. |
| <ul style="list-style-type: none"> • To share information, knowledge and best practice with other team members in order to promote an ethic of continual improvement within the team. |
| <ul style="list-style-type: none"> • To develop good working relationships across the council and to have respect for other team members. |
| <ul style="list-style-type: none"> • To build good working with internal and external stakeholders e.g. Valuation Office Agency, Enforcement agents, Insolvency practitioners etc |
| Level 2 duties |
| <ul style="list-style-type: none"> • Action accounts identified as insolvent, liaising with insolvency practitioners and submitting proof of debt promptly for the Council's claim. |

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| <ul style="list-style-type: none"> • To administer the recovery of NNDR debt owed to the council via the court list, arrears reports and enforcement agent returns, using tracing methods and persuasive and negotiating techniques to maximise income to the Council. |
| <ul style="list-style-type: none"> • To attend court, representing the authority for Court actions relating to Council Tax and Business Rates liability. |
| <ul style="list-style-type: none"> • Managing recovery on accounts post liability order and insolvencies |

CORPORATE RESPONSIBILITIES

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| <ul style="list-style-type: none"> • Adhere to the council's safeguarding policies and procedures and undertake relevant training in order to help protect children and vulnerable adults within the district. |
| <ul style="list-style-type: none"> • To comply with legislation, council policies and procedures including the Data Protection Act, Freedom of Information Act, Information Security Policy, the Code of Conduct for Officers and to participate in any Emergency Planning activities as required. |
| <ul style="list-style-type: none"> • To actively demonstrate the values and behaviours of the council. |
| <ul style="list-style-type: none"> • To ensure our customers are valued by taking into account their views and needs in all that we do. |
| <ul style="list-style-type: none"> • To contribute to the development and achievement of relevant corporate and service objectives by suggesting ideas for service improvements. |
| <ul style="list-style-type: none"> • To communicate openly and honestly with colleagues, members and customers. |
| <ul style="list-style-type: none"> • To undergo any training necessary to be able to fulfil the requirements of the job. |
| <ul style="list-style-type: none"> • To carry out other duties commensurate with the grade, skills, experience and qualifications of the post holder as directed and as may be required from time to time. |

Folkestone & Hythe District Council Person Specification

Post Title: Business Rates Officer

| Factors | Criteria |
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| Qualifications | Essential (Level 1) <ul style="list-style-type: none"> Good basic education to GCSE A-C standard or equivalent (including Maths & English), or experience that demonstrates proficiency |
| | Desirable (Level 2) <ul style="list-style-type: none"> IRRV technician / willingness to achieve or equivalent experience |
| Experience and Knowledge | Essential (Level 1) <ul style="list-style-type: none"> Recent and relevant experience in an administrative role within a customer services environment Good IT skills including experience of operating MS Office systems such as Microsoft Office, Word, Excel, Outlook and Teams |
| | Desirable (Level 2) <ul style="list-style-type: none"> Previous experience in a similar role Demonstrable experience / knowledge of non-domestic rates legislation Knowledge/experience of NEC and NDM systems Recent and relevant Revenues experience |
| Skills and Abilities | Essential (Level 1) <ul style="list-style-type: none"> Ability to interpret relevant legislation and Council policies and procedures and apply this to specific cases The postholder must be able to navigate around the district to visit relevant non domestic properties Ability to work as part of a team Ability to operate on own initiative with minimal supervision Excellent written and oral communication skills High level of attention to detail and accuracy Competent user of IT, particularly Microsoft Office |

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| | <ul style="list-style-type: none"> ▪ Proactive and committed to continued service and personal development ▪ Ability to adapt and proactively organise and prioritise work effectively in order to meet deadlines and maintain high standards at all times ▪ Ability to demonstrate a professional and customer orientated approach ▪ Excellent interpersonal skills with the ability to operate and build excellent working relationships at all levels |
| | <p>Desirable (Level 2)</p> <ul style="list-style-type: none"> ▪ Excellent negotiation and persuasive skills enabling the recovery of arrears and maximising revenue ▪ Ability to deal with complex cases and situations ▪ Ability to interpret complex management information and take proactive action ▪ Ability to present information in Court in a clear and concise way ▪ Willingness to proactively learn legislation and procedures regarding other corporate debt functions |