

JOB DESCRIPTION



Ribble Valley
Borough Council

www.ribblevalley.gov.uk

JOB TITLE: Business Rates Officer

REFERENCE: RES270

SALARY SCALE: Scale 5 (scp 16-19) £30,518 to £32,061 per annum

HOURS OF WORK: 37 hours per week

POST NO: E60

SERVICE AREA: Revenues

RESPONSIBLE TO: Senior Revenues Officer

RESPONSIBLE FOR: -

JOB PURPOSE: Billing and recovery of the national non-domestic rate.

KEY RESULT AREAS:

- Determine all persons liable to pay non-domestic rate and then bill accordingly.
- Process all changes in liability and issue amended rate accounts.
- To assist with the design of forms to be used for NNDR purposes. To monitor their effectiveness and update where necessary having regard to changing legislation.
- Advise the Revenues and Benefits Manager on the impact and calculation of all rate reliefs – empty property exemptions and reliefs, charitable relief, village shop relief – both mandatory and discretionary. Provide advice to the Director of Resources in respect of monetary implications
- Determine and process all applications for Small Business Rate Relief.
- Attend Magistrates Court, make payment arrangements and advise defaulters how to access debt counselling.
- Determine accounts to be sent to Council's Enforcement Agents and liaise with the Enforcement Agents where appropriate.
- Preparation work for empty/exempt inspections and Section 44A Rate Relief applications. Liaise with the Visiting Officer to carry out these inspections and attend where NNDR expertise is needed.
- Provide advice and support to colleagues in all aspects of NNDR.

- Maintain the Non Domestic Rating List via weekly alteration schedules.
- To be responsible for transitional relief eligibility and re-calculations including splits and mergers of rating assessments where rateable value apportionments are required.
- Liaise with and advise Valuation Office Agency on rateable value amendments for all valuation list alterations.
- To agree and balance rateable values to alteration schedules and balance to the running total between the valuation office and the NNDR database.
- Process all amendments to rateable values and determine eligibility to interest where overpayments arise.
- Calculate tax on interest where appropriate and issue tax certificates.
- Process all refunds of overpayments.
- Administration of all reports to Valuation Office Agency relating to new properties and amendments to existing properties.
- To arrange appropriate payment methods with ratepayers within statutory requirements. Check direct debit mandates and liaise with Senior Cashier on direct debit anomalies.
- To maintain an efficient recovery process in line with statutory requirements.
- Create and monitor payment arrangements at all stages of recovery.
- Pursue the recovery of rate arrears. To deal with all correspondence, telephone and counter enquiries relating to the billing and recovery of NNDR.
- Knowledge and understanding of the data protection principles.
- To be responsible for ensuring the data quality of all information related to the duties of the post.
- To adhere to the Council's policies including equal opportunities and health and safety.
- Such other duties of a similar responsibility level as may be allocated to the post from time to time.

PERSON SPECIFICATION

ESSENTIAL	DESIRABLE	TO BE IDENTIFIED BY
Qualifications		
Educated to GCSE level, with an excellent standard of numeracy and literacy – 5 GCSE's including Maths and English at grade C/4 or above.		Application Form/Interview
	Full UK Driving Licence and access to a vehicle.	Application Form/Interview
	The Institute of Revenues, Rating and Valuations Qualification.	Application Form/Interview
Experience		
Experience of working successfully under pressure without close supervision, to tight deadlines, using initiative.		Application Form/Interview
	3 years' experience of working within a Local Authority Revenues Department.	Application Form/Interview
	Providing detailed technical advice to colleagues & customers.	Application Form/Interview
	Negotiating and monitoring payment plans and determining appropriate recovery action.	Application Form/Interview
	Experience of using Northgate revenues computer system.	Application Form/Interview
	Experience of attending Magistrates Courts and Valuation Tribunals.	Application Form/Interview

ESSENTIAL	DESIRABLE	TO BE IDENTIFIED BY
Skills/Knowledge		
Knowledge of Business Rates legislation.		Application Form/Interview
Ability to deal with sensitive and confidential matters.		Application Form/Interview
Ability to prepare such reports, estimates or other statistical information as required.		Application Form/Interview
Excellent written and verbal communication skills.		Application Form/Interview
Excellent knowledge and ability to use Microsoft products e.g. Word, Excel.		Application Form/Interview
	Knowledge of the workings of Magistrates' Courts.	Application Form/Interview
Additional		
Ability to work as part of a team.		Application Form/Interview
Flexible and self-motivated.		Application Form/Interview
Able to work accurately and to strict deadlines.		Application Form/Interview
Ability to work on own initiative.		Application Form/Interview