

# JOB DESCRIPTION



Ribble Valley  
Borough Council

[www.ribblevalley.gov.uk](http://www.ribblevalley.gov.uk)

|                         |   |
|-------------------------|---|
| <b>JOB TITLE:</b>       | Business Rates Officer                                  |
| <b>REFERENCE:</b>       | RES270  |
| <b>SALARY SCALE:</b>    | Scale 5 (scp 16-19) £30,518 to £32,061 per annum        |
| <b>HOURS OF WORK:</b>   | 37 hours per week                                       |
| <b>POST NO:</b>         | E60   |
| <b>SERVICE AREA:</b>    | Revenues  |
| <b>RESPONSIBLE TO:</b>  | Senior Revenues Officer                                 |
| <b>RESPONSIBLE FOR:</b> | -   |
| <b>JOB PURPOSE:</b>     | 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        |
|---|---|----------------------------|
| <b>Qualifications</b>   |   |                            |
| 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 |
| <b>Experience</b>   |   |                            |
| 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        |
|--|---|----------------------------|
| <b>Skills/Knowledge</b>  |   |                            |
| 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 |
| <b>Additional</b>  |   |                            |
| 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 |