



Job Description

Job title	Council Tax Billing Officer (Revenues)	Hours	37 hours <i>Flexible working options are available, including job share</i>
Department	Revenues	Salary	SK7 (£26,127 per annum)
Location	Currently homeworking with potential for future mix of home and office-based working	Contract	Permanent

Main Job Purpose

To work under the direction of the Income Recovery Team Leader to administer the registration, billing and collection of Council Tax.

To visit and inspect domestic properties across the district.

To provide an efficient service maintaining customer accounts in accordance with statutory provisions, legislation, and regulation, as well as Council procedures.

This role is not politically restricted.

Main Statement of Responsibilities

1. Main responsibilities of the role:

- Develop and maintain sufficient levels of knowledge and understanding of council tax so that all duties are effectively and accurately undertaken in an efficient manner
- Establish chargeable occupation and liability and issue council tax bills accordingly
- Process changes and apply discounts and exemptions accurately ensuring compliance with procedures and policy
- Administer empty properties by making necessary enquiries with estate agents, solicitors, property owners etc
- Act promptly on information received to process any changes
- Ensure that all accounts are properly reconciled, and that revenue and performance is maximised at all times
- Ensure that all billing legislation is complied with and that all bills, notices, and summonses are correct.
- Provide advice and information to council taxpayers and other external and internal customers on all aspects of council tax
- Identify write offs for approval by an authorised officer of the council
- Calculate and process cash transfers between Council Tax accounts and prepare the paperwork for those transfers between Council Tax/Sundry Debtors/Rents and Business Rate accounts as appropriate
- Administer and process council tax refunds
- Ensure timely and accurate action relating to the Direct Debit instructions, including setting up new accounts and amendment of existing instructions
- Promote Direct Debit



- Promote the Customer Online Portal
- Liaise with members of the public by telephone, correspondence and face to face as required
- To respond appropriately to correspondence, enquiries, and letters
- Inspect empty domestic properties and collect details from new occupants regarding ownership, date of ownership and any other relevant details
- Photograph and document findings on each property when visited
- Visit occupied premises and collect details regarding changes when required to
- Undertake visits to domestic properties subject to disabled relief and gather and record all evidence as required
- Raise reports to the Valuation Office Agency in respect of new builds, extensions, splits, merges and demolitions etc
- Issue completion certificates to owner(s) of newly constructed domestic buildings, gather and record all evidence
- Maintain the database records with regard to all information changes following visits
- Undertake any other responsibilities aligned with the overall purpose and grade of the role

Core values

Our vision is to “be the best district in which to live, work, and visit.” To achieve this promise, we are building an organisation with a strong internal culture. Our values determine how we behave and deliver services to our residents and businesses and how we interact with each other, and we believe that our values are just as important as skills.

They focus attention on six areas:

Trust

- We act with credibility, professionalism and integrity in all that we do.
- An important guiding principle in the Council’s operations and decision-making process, Trust is found in all relationships; from colleagues, Members and building our resident’s trust.

Empowerment

- Committed to creating an environment where colleagues are encouraged and supported to take initiative.
- A culture of collaboration and teamwork where everyone is encouraged to share ideas, contribute and work together.

Accountability

- Taking responsibility for our actions and operating in a transparent manner.
- Being responsible for our own performance.

Making a Difference

- Addressing the complex challenges we face with innovative solutions.
- Driven by a purpose to create a positive impact and improve the lives of residents and the community of South Kesteven.

Supportive to All

- Putting residents at the heart of everything we do.
- Being an inclusive Council that values and celebrates diversity.

Kindness



- Empathy and understanding of others.
- Treating everyone with respect.



Flexibility

Some flexibility in the working hours will be required from time to time. This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to duties which may have to be varied (after discussion with the post holder) subject to the changing needs of the organisation.

Person Specification

Relevant Experience, Skills and Knowledge

Essential

- Knowledge of relevant local taxation legislation, best practice, and customer care procedures
- Knowledge of Council Tax functions and processes
- Able to make prompt and clear decisions
- Experience of working within a billing and collection environment
- Experience of computerised databases and other current information technology

Desirable

- Experience of using the Northgate Revenues IT system

Relevant Qualifications

Essential

- 5 GCSE's (or equivalent) at Grade C or above (to include maths and English)
- Full UK Driving Licence

Desirable

- Relevant professional qualification in Revenues

Communication and Interpersonal Skills

Essential

- Effective customer care skills, both written and oral
- Ability to remain calm under pressure
- Ability to work to deadlines and to adapt to changing priorities
- Ability to organise / prioritise work to achieve performance targets
- Ability to work on own initiative
- Ability and willingness to work as part of a team



- Flexibility in terms of hours, duties, and preparedness to undertake any tasks required