



Job Description

Job title	Business Rates Officer	Hours	21 hours per week – Wednesday to Friday
Department	Revenues	Salary	SK 7 (£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 Business Rates.

To visit and inspect commercial 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

- Main responsibilities of the role:
 - To effectively maintain the Councils' systems relating to Business Rates, through information received from customers, agents, internal departments, and external agencies
 - Assess liability for Business Rates and issue bills accordingly
 - To administer empty properties by making necessary enquiries with estate agents, solicitors, property owners etc.
 - Identify and refer properties needing a visit
 - Establish, verify, award and review applications for mandatory and discretionary reliefs and exemptions
 - To be aware of any fraudulent applications, and refer these in the first instance to the Income Recovery Team Leader
 - Identify, through experience, the relevant types of rate relief, and to explain to customers how this will affect the amount they have to pay
 - Understand and be able to explain how changes in rateable value impact on the annual amount customers must pay
 - Making recommendations for the award / review of certain relief applications received from businesses
 - To promote payment by direct debit
 - Ensure all activities and decisions result in maximisation of revenue and minimises loss
 - 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 commercial 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.
- 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 commercial 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 legislation, best practice, and customer care procedures
- Knowledge of business rates functions and processes
- Knowledge of all relief types – including the eligibility, application, decision making and award process

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