

Local Taxation Inspector

Job Description and Person Specification

Directorate:	Resources	Service:	Revenues
Responsible to:	Revenues Manager	Responsible for:	
Grade:	6		
Location:	Civic Centre, Poulton-le-Fylde, Lancs, FY6 7PU		

Job Purpose:

To undertake inspections of new properties, both domestic and non domestic and where appropriate, ensure they are referred to the VOA and subsequently included on the council tax database. To inspect and subsequently arrange for the addition or removal of domestic property to/from the council tax database as required. To undertake inspections of commercial property as required in order to establish business rate liability and prepare inspection reports as required.

Key Tasks & Responsibilities:

- To undertake inspections of new/renovated property in order to identify property that should attract a council tax/business rates charge.
- To negotiate build/renovation completion dates with builders/owners as required, in the process obtaining photographic evidence, and issuing completion notices as appropriate in cases where new/renovated residential property is considered to be at a build stage where it can be become habitable/occupied within a short period of time.
- To submit reports to the VOA providing details of property to be added/removed from the Council tax database, liaising with the VOA as required and providing additional evidence/information as circumstances dictate.
- To monitor the council tax database ensuring that weekly updates from the VOA are accurate, actioned, and that properties are added/removed as appropriate.

- To represent the council at Valuation Tribunal as and when required in cases where the person/organisation liable to pay council tax/business rates disputes dates of occupation/completion.
- To register the owners of new builds on the council tax database, ensuring that the correct person is registered, made liable to pay council tax, and awarded any discounts they are entitled to receive.
- To conduct inspections of residential properties in order to ascertain entitlement to discounts and exemptions, including empty/uninhabitable discounts and disabled band reduction applications.
- To conduct inspections of commercial properties as requested by the NNDR Officer, or as a consequence of information from Planning or other Council/external departments.
- To undertake investigations as necessary in order to establish dates of occupation of commercial property, in the process establishing the liable party/parties for payment of business rates, their periods of occupation and any entitlements they may have to discounts or reductions.
- To maintain the council's inspection software database, ensuring records are up to date and accurate and that all new property is added to the database as necessary.
- To prepare management reports regarding inspections/completions as required.
- To undertake any other duties commensurate with the grade and experience of the post holder.

Corporate Responsibilities:

The postholder will be expected:-

- To adopt a flexible approach to changing patterns of work and undertake such other duties as are consistent with the job purpose and grade of post.
- To promote best practice in meeting the requirements of Health and Safety legislation and Council policy, and comply with other relevant statutory legislation.
- To carry out duties in accordance with the Council's policy on equality and diversity.
- To accept that everyone has a right to their distinct identity, treating everyone with dignity and respect and ensuring that what our customers tell us is valued by reporting it back into the organisation.
- To provide quality services that are what our customers want and need, giving customers the opportunity to comment or complain if they need to, working with them to identify what needs to be done to meet their needs and informing managers about what customers say in relation to the services delivered.
- To develop oneself and others making every effort to access development opportunities and contribute effectively by participating in the Council's performance management scheme.
- To be responsible for Data Quality.
- To demonstrate a high standard of probity in the use of council resources and where a nominated budget holder manage spending within available resources.

- To support the delivery of the Council's Climate Change Strategy and Action Plans to achieve net zero in 2050.

QUALIFICATIONS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Level 2 English and maths (equivalent to GCSE grades 9 to 4 or A* to C)	Essential	Application/Interview
Good general level of education	Essential	Application/Interview
Institute of Revenues, Ratings and Valuation Qualification	Desirable	Application/Interview

SKILLS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Ability to undertake and range of tasks relating to several area of work	Essential	Application/Interview
Ability to demonstrate that you are multi skilled and can multi task	Essential	Application/Interview
A good standard of practical knowledge and skills in Council Tax & Business Rates	Essential	Application/Interview
Self-motivated, team member – someone who wants to learn and share their knowledge with others	Essential	Application/Interview
Ability to switch between tasks in order to meet with customer demand	Essential	Application/Interview
Ability to deal with constant interruptions as part of your working day	Essential	Application/Interview
Ability to maintain client confidentiality	Essential	Application/Interview
Ability to deal with the customer over the telephone and in person (internal/external)	Essential	Application/Interview

EXPERIENCE	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Experience of dealing with confrontational/difficult situations, on a face to face basis.	Essential	Application/Interview

Previous experience and ability to work as part of a team.	Essential	Application/Interview
Experience of working in a busy office environment.	Essential	Application/Interview
Experience of dealing with difficult situations through to resolution	Essential	Application/Interview

ADDITIONAL REQUIREMENTS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Demonstrate commitment to equal opportunities together with a clear appreciation of equalities issues	Essential	Application/Interview
Regular and Reliable Service	Essential	Application/Interview
Demonstrate behaviours that support our values	Essential	Application/Interview
A full driving licence	Essential	Application/Interview

**Our Values are key to delivering our vision, plans and strategies.
All Behaviours listed are essential to the post.**

			
Professional	Innovative	Collaborative	Customer focused
In being professional we...	In being innovative we...	In being collaborative we...	In being customer focused we...
<ul style="list-style-type: none"> • Have pride in how we represent the council • Treat people with respect and consideration • Are conscientious and carry out our work to a high standard • Carry out our work activities in an honest and ethical manner 	<ul style="list-style-type: none"> • Proactively embrace change and learn from our mistakes • Challenge and constructively question existing processes • Make best use of our resources to provide excellent services • Encourage creative thinking with colleagues and peers 	<ul style="list-style-type: none"> • Communicate effectively with colleagues and stakeholders • Develop productive relationships and achieve the best results • Recognise and embrace the knowledge and skills of others. • Embrace the concept of one team one council and all work together 	<ul style="list-style-type: none"> • Strive to provide excellent services • Understand our customers' needs and consider things from their perspective • Effectively communicate and manage expectations • Actively seek ways to maximise customer satisfaction

Special Conditions:

(e.g. Weekend work, shift allowance, car/mileage allowance)

- The council operates a strict non-smoking policy.
- . The post holder must have valid UK driving licence.
- Casual car user allowance. Casual Car User's will be paid at the middle band. You will be required to provide your own means of transport.

Prepared by: A Robinson

Date: May 2024

Post Holder Signature:

Date: