Ashfield
DISTRICT COUNCIL

Job Profile

Post title: Senior Revenues Officer - NDR

Department: Revenues and Benefits

Job families: Regulation

Grade: E

Responsible to: Revenues and Recovery Team Leader

Employees managed: None

Date of issue: October 2026

Overall Job Purpose

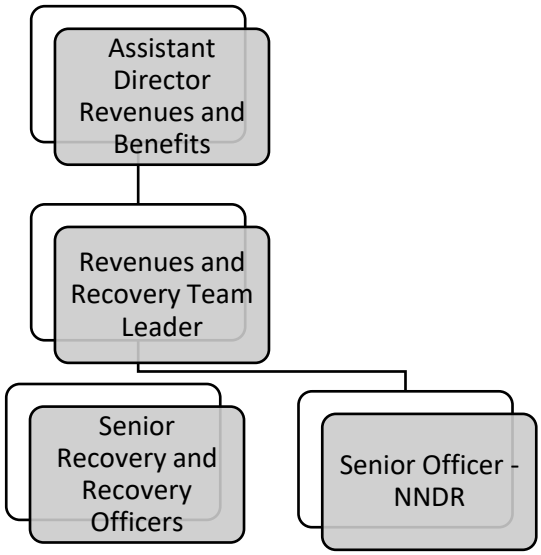
Processing all aspects of Non-Domestic Rate liability and Sundry Debt accounts in an efficient and accurate manner. To provide knowledge and interpret appropriate legislation and regulations relating to Non-Domestic Rates to ensure a customer orientated service is delivered in relation to the effective and accurate administration of Non-Domestic Rates billing, collection, and Recovery.

This post requires a Basic DBS check.

Working Conditions

- Office based and mainly in a sedentary position, limited requirement for standing and walking, and/or carrying of equipment and resources.
- The postholder will work in a confidential environment dealing with highly sensitive and emotionally challenging information.
- The postholder is eligible to utilise the Flexi Time Policy.

Structure



Job Description

Operational management	• The efficient and effective administration of all aspects relating to Non-Domestic Rates liability and collection. • The provision of assistance and guidance to members of staff in order to ensure that the administration of Non-Domestic Rate accounts is efficient and accurate. • The accurate and efficient determination of liability to Non-Domestic Rate accounts including the creation of accounts, changes to occupation, Rateable Values, direct debits, entitlement to reliefs, exemptions and transitional reliefs using a systems thinking methodology for delivery by face to face, telephone electronic and hard copy media. • Ensure that all necessary and accurate information is obtained to support decisions on Non-Domestic Rate liabilities, including applications for mandatory and discretionary rate reliefs, in line with local policies, procedures and guidance. • Preparing and advising on submissions to the magistrates' courts in relation to local taxation liability and presenting such submissions on behalf of the Council as required. • Maintain accurate records and prepare written communication to the customers and other agencies as necessary to obtain information and in response to queries raised.
Communication	• To provide guidance and support to Revenues Officers on complex liability matters, ensuring that all accounts are resolved promptly, accurately and in accordance with relevant procedures.

	• Undertaking relevant site visits and consulting with visiting officers to ensure that relevant Non-Domestic Rate and sundry debtor visits and inspections are undertaken as required. • Taking responsibility for resolving complex customer enquiries or completing actions arising from customer enquiries.
Partnership / corporate working	• To liaise effectively with the Valuation Office Agency and maintain up to date knowledge of all relevant legislation, policy developments and IT system requirements relating to Non-Domestic Rates. • Assisting and advising with regard to statutory returns and grant applications and surveys relating to non-domestic rates. • To ensure that any cases presenting anomalies or indications of potential fraudulent liability or relief claims are promptly referred to the relevant agencies for investigation. • Always ensure Health & Safety legislation requirements are met and that the Council's Health & Safety Policy, its arrangements and procedures are implemented. This includes, where applicable, taking responsibility for personal health and safety and having regard to other persons affected by the performance of the duties of the post; ensuring that risk management objectives are delivered and other risk management activities effectively implemented and monitored. • Demonstrate a commitment to the delivery of excellent service for all customers and service users.
Resource management (including Financial and Physical)	• To make recommendations, taking into account local policies and guidance in relation to applications for discretionary rate relief and to prepare and distribute relevant documentation to appropriate officers, as necessary. • Exercise proper care in handling, operating or safeguarding any equipment, vehicle or appliance provided, used, or issued for the performance of the duties of the post. • Manage and / or use resources in ways that ensure value for money and supporting the commercialism agenda.
Systems and information	• To analyse and advise on the impact of new legislation and policies on operational processes for the billing and collection of Non-Domestic Rates. • To accurately input all relevant information into the appropriate systems and check resulting outputs to ensure all circumstances are correctly reflected and that any required documentation is issued promptly. • To maintain strict confidentiality at all times, ensuring full compliance with all relevant legislation, as well as Council policies and procedures. • Comply with all relevant Council policies and procedures including financial regulations, code of conduct, HR policies / procedures, Data Protection, Freedom of Information Act and ICT Codes of Practice.

	• Adhere to relevant working practices, methods and procedures and undertake relevant training and development as required and respond positively to new and alternative ways of working. • Engage with digital models of service delivery and support the implementation of digital working methods.
Strategic management	• To attend and contribute to regular team meeting and one to ones with all supervisors and raise any issues as required. • To undertake any additional duties appropriate to the grade, as required from time to time by the Revenues and Benefits Management Team. • Having a commitment to personal development and attend such courses, seminars, conferences and other forms of training as may be required to assist the post holder conduct his/her duties. • To be responsible for own personal development, attending PDR reviews and raising training requirements with the Revenues & Recovery Team Leader. • Carry out any other reasonable duties and responsibilities commensurate with the grade and level of responsibility of the post.