CYNGOR SIR *POWYS* COUNTY COUNCIL

JOB DESCRIPTION

Position Title:	**Technical Income Officer**
Position Number:	**FRB0367**
JE Code:	**FCP083**
Service:	**Business Services / Income and Awards**
Location/Work Base:	**Llandrindod Wells**

this is a flexible worker position and therefore the Council offers opportunity to work in an agile way to include home working

Grade:	**Grade 8** **Point 19 to Point 22** **£33,119 to £34,811 per annum pro rata** **£17.16 to £18.04 per hour**
Contracted hours:	**29.6 hours, Permanent**
Reporting to:	**Senior Income Officer**
Responsible for:	**Income Officers (3); Listing Officer (1)**

Summary

About the role:

This is a fantastic opportunity for an experienced council tax/ business rates officer to join our Billing Team. The successful candidate will report to our Senior Income Officer and will be responsible for assisting the authority to accurately bill, collect and recover Business Rates, Sundry Debts and Council Tax and to ensure it is undertaken in accordance with the Business Rates and the Council Tax and debt legislation and case-law.

About you:

To be successful in this role you would need to have the following skills & experience:
A good knowledge and understanding of Section 13a & 44 discretionary payment schemes for Council tax and business rates.
Specialist knowledge of Council Tax and Business rates and the related processes for Magistrates court and Valuation Tribunals.
Experience of leading a team or mentoring staff.

What you will do:

The successful candidate will be negotiating payment arrangements with defaulting customers for the payment of Council Tax, Sundry Debts and Business Rates in order to maximise income collection.

You will also need to effectively manage your own workload whilst working to tight deadlines.
Have an in depth knowledge of Discretionary reliefs and awards and panels

You will have, or be working towards, the IRRV technician qualification, or have at least three years' assessment experience within the Income or Billing environment.

If you have any questions about the role, please contact:
Kathie Hughes

kathie.hughes@powys.gov.uk

Senior Income Officer

Your responsibilities will be:

1. To undertake all Income work activities including the more technical aspects in the most customer focused way through all the various channels of customer contact and to support the Senior Income Officer in the leadership and management of the Income Hub by direct support of a local team.

2. To accurately bill, collect and recover Business Rates, Sundry Debts and Council Tax and to ensure it is undertaken in accordance with the Business Rates and the Council Tax and debt legislation and case-law. This will include negotiating payment arrangements with defaulting customers for the payment of Council Tax, Sundry Debts and Business Rates in order to maximise income collection. Includes taking payments by card and setting up of direct debits

3. To deal with all customer contact and deal with changes and notifications received by telephone, personal interview, e-mail or correspondence from the Council Tax, Sundry Debts & Rates payer, their representative or a third party in accordance with legislation to establish liability to pay Council Tax and/or Business Rates, establish entitlement to exemptions, discounts and reliefs, and review them.

4. To provide specialised advice, guidance and explanation to customers and other third parties. The Officer must analyse and take account of the complex and discretionary nature of these and also consider wider welfare and benefit matters. To identify when it is necessary to connect the customer to other specialised services in order to meet the customer's full demand.

5. Provide leadership and management support to a team of Income and Listing Officers to assist with the management, workflow and leadership of the Billing Hub. To act as a coach to trainee Income Officers and provide training to all officers regarding business rates and legislation. This will involve closely

monitoring, advising and assisting the trainee as they work to a training plan to gain knowledge and experience in all aspects of Billing and Recovery.

6. To liaise and integrate the demands of work with other staff in Income & Awards, other council services and statutory agencies such as the Department for Work and Pensions, Job Centre Plus, Rent Officer Service and HMRC, Valuation Agency, and voluntary agencies and other third sector organisations.

7. To have regard to safe working arrangements when using interview rooms and drop in sessions, visiting properties and sites & also safe travel around the county to meet the customer in accordance with Powys' safe working and travel policies

8. To maintain an in-depth knowledge of legislation, case law, policy, for Council Tax and Business Rates, Sundry Debts and Insolvency legislation to ensure bankruptcy, liquidation and debt relief orders are processed correctly, issue guidance, entitlement conditions for billing collection and recovery of all income types, best practice and an extensive understanding of procedures and systems including the implications of actions for Council income and grant purpose in order to make consistent and well reasoned decisions. The post holder must have regard to the various complex and inter connected legislative and policy requirements.

9. Responsible for decisions required in respect of discretionary relief applications received within the Billing hub, including charitable relief (mandatory and discretionary), hardship relief, Council Tax Section 13A & other discretionary reliefs. To review accounts information, business plans, Constitutions, Articles of Association, and compile and present recommendations to Portfolio holder for Finance.

10. Deal with applications for the granting of part occupation (Sct 44a), small business rates relief including retail premises, post offices and child care providers ensuring awards are made by the hub in accordance with legislation.

11. The post holder will take ownership of all demands and manage and prioritise tasks under their control, having regard to the priority assigned to it and also to contribute to the team's management of incoming demands reacting to varying demand levels across customer contact.

12. The post holder is expected to meet individual daily, weekly and monthly targets in relation to output and time taken to undertake all types of processes and to contribute to the team and section targets that relate to them to assist the section with key service objectives.

13. To consider appeal requests across all Income types and determine if they have been made correctly, providing full statement of reasons and other information to the customer. To also review the original decision made and where the original decision was incorrect arrange for any such decisions to be reviewed. Where appeals cannot be reviewed, to prepare appeal case papers for submission and

represent the Council at independent Valuation Tribunal hearings presenting the council's case to the judge and being able to provide reasonable responses to defendants solicitors taking into account relevant legislation and case law. To attend Magistrates Court, when the Rate-payer is appealing against a matter such as liability where the Council is seeking to enforce payment and act as a witness.

14. Responsible for the maintenance of the Business Rates and Council Tax Valuation Lists, reporting property changes to the Valuation Office Agency promptly, to maximise both the Rateable Value contained on the list and the Council Tax Base of the Council, and for ensuring the list reconciles and where required undertake property or site inspections.

15. Calculate and process interest payments due to Rate payers where an overpayment has taken place and review the suspense account, investigating wrongly allocated payments and reallocating them.

16. To assist the Senior Income Officer by providing management support to Income Officers to assist with the day to day management of staff, the incoming work demands and leadership of the Billing Hub.

17. Any other duties as directed that is consummate with the grade of the post.

18. To ensure data protection policies are adhered to in the performance of all duties and to maintain an awareness of the authority's anti-poverty strategy, the freedom of information act, equal opportunities and diversity policies.

DBS:

This position has a requirement for a Standard DBS check.

Because of the nature of the work involved, the post you are applying for is covered by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013) - This position may have a requirement for a Baseline Personnel Security check (BPSS).

Health and Safety Statement:

To address health and safety policies and arrangements in a pro-active manner to ensure that a high standard of safe working practices are maintained.

Equalities Statement:

To actively support and implement the principles and practice of equality of opportunity as laid down in the Council's Equal Opportunities Policy

Welsh Language Requirement:

Welsh language skills are desirable

NOTE;

Notwithstanding the detail in this job description, the job holder will undertake such work as may be determined by the Manager from time to time, up to or at a level consistent with the 'Principal Responsibilities of the Job'.

PERSONAL SPECIFICATION

Do you think you're the right person for the role? Then, demonstrate you meet the following criteria in your application.

Experience

Essential

- 3 years' assessment experience in any Income or billing environment.
- Experience of Northgate, Social care and Civica Document Management or similar ICT systems
- Experience of debt recovery in insolvency cases including bankruptcy and Debt relief Orders
- Experience of effectively managing people in demanding situations both inside and outside of the office, including properties and sites
- Experience of leading a team, coaching and or mentoring staff
- Experience of dealing with the public by telephone and in person

Desirable

- Experience of performance management and use of performance indicators

Knowledge

Essential

- Specialist knowledge of Council Tax and Business Rates, sundry debt and Insolvency & bankruptcy legislation & case-law
- Specialist knowledge Magistrates Court procedures, and the Valuation Tribunal procedures
- In depth knowledge of Discretionary reliefs and awards and panels
- Knowledge of wider welfare benefits & other welfare awards

Qualifications and Training

Essential

- I.R.R.V. technician or equivalent Awards, Reductions standard
- 5 GCSE grade A-C passes including English and Mathematics or equivalen.
- Achievement of or willingness to work towards a recognised leadership and management qualification

Personal Qualities

Essential

- Be able to work independently and on own initiative as well as part of a team.
- Able to work in a pressurised environment that is subject to frequently changing circumstances.
- Ability to plan and prioritise effectively ensuring deadlines and targets are achieved.
- Ability to work and make decisions, within prescribed procedures, with the minimum supervision.

Skills

Essential

- Good organisational skills
- Proven ability to communicate effectively in writing and verbally including with difficult and demanding customers
- Proficient use of ICT skills in order to use a number of different computer systems specific to benefit assessment as well as other standard applications (such as Microsoft Office)
- The ability to process high volumes of work efficiently and affectively and with a high degree of accuracy.
- Ability to handle and share confidential & sensitive information with internal and external organisations in accordance with DP Act
- Ability to work with vulnerable people in difficult and stressful situations being able to communicate difficult decisions and outcomes

Other Requirements

Essential

- A current driving license
- Requirement to undertake a DBS check

Welsh language skills are desirable

Recruiting manager: David Morris
Date: 16/12/2017

Our values:

Professional

Whatever role we play in the council, we act with professionalism and integrity

Positive
We take a positive attitude in all we do

Progressive
We take a proactive and responsible approach to planning for the future

Open
We keep each other informed, share knowledge and act with honesty and integrity

Collaborative
We work constructively and willingly on joint initiatives

How to apply

You will need to complete the online application, it's simple, just follow the process step by step.

Top tips:

- Read the Job Description and Person Specification carefully and evidence that you meet all of the essential criteria in your supporting statement.
- Sell yourself and where possible give examples
- List your qualifications that are relevant for the position, as detailed in the person specification.
- Ensure one of your referees is from your most recent employer or if this is your first job why not ask a school teacher or tutor, just ensure you know them at a professional level.
- Be honest Tell us about any gaps in your employment history
- Complete the application in full

Next steps

The closing date for applications is 06/12/2026
Once submitted we will email you to let you know we've received your application.
We will be shortlisting the applications on 07/12/2026. We will email you either way if you have been successful. So, keep an eye out in your inbox!

The interviews will take place on 17/12/2026

We wish you luck with your application.