# EXETER CITY COUNCIL

# Job Description

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|---|---|
| **JOB TITLE** | **:** Local Taxation Payment Officer |
| **GRADE** | **:** E |
| **POST NO** | **:** 3986 & 3987 |
| **DIRECTORATE** | **:** Corporate Resources |
| **UNIT** | **:** Local Taxation |
| **REPORTS TO** | **:** Senior Local Taxation Officer |
| **RESPONSIBLE FOR** | **:** None |
| **LIAISON WITH** | **:** Customers, Officers of the authority, Landlords, DWP, Enforcement Agents and external collection agencies, other local authorities, customer representatives, community & voluntary organisations and stakeholders |

**MAIN PURPOSE**

To contribute to an efficient and customer focussed income collection service in respect of Council Tax and Business Rates.

**MAIN DUTIES & RESPONSIBILITIES (MDR)**

1. Maintain and monitor all payment transactions, including the initial set up and on-going payment, made by direct debit for Council Tax and Business Rates and other payments such as cheques, as required

2. Recalculate all bank amendments, to include posting recalls for all payment areas, make relevant adjustments and record details of contact made to customer accounts.

3. Establish, check and prepare all refunds ready for authorisation, contacting customers to negotiate the agreement of credit transfers where appropriate.

4. Produce direct debit reports for Council Tax and Business Rates within relevant time scales, to be able to identify and rectify payment anomalies prior to the due date of payment, including contacting customers to revise payments, to ensure the amounts debited are correct.

5. Progress chase and monitor the correct payment and allocation of direct payments, including attachments to benefits or earnings, and Enforcement Agent remittances with the relevant external agencies.

6. Investigate and allocate suspense items/exception account into customer accounts and balance suspense accounts regularly. Investigate and trace missing payments including former accounts,

contacting customers to minimise repeat errors and re-allocate non taxation payments to the appropriate service area.

7. Advise and assist customers with setting up payment transactions including calculating payment amounts.

8. To access and download Tell Us Once notifications from DWP in relation to deceased customers.

9. Resolve and process indemnity claims.

10. Undertake all administrative tasks for the Payment Team, including dealing with all correspondence received via email or through the workflow system, updating customer records as required.

11. Provide feedback and ideas to improve team performance in relation to failure demand, customer behaviour and other external influences on debt collection and recovery.

12. Any other duties commensurate with the grade

**DATE LAST UPDATED:** April 2025

# Person Specification

**JOB TITLE** : Local Taxation Payment Officer

**GRADE** : E

**POST NO** : 3986 & 3987

**DIRECTORATE** : Revenues, Benefits & Customer Access

**UNIT** : Payment & Collection

**Qualifications & Knowledge**

| Criteria | Essential/ Desirable (E/D) | Method of Assessment |
|---|---|---|
| English and Maths GCSE grade C or above | E | C |
| Good current knowledge of Academy Revs & Bens, Open Housing, Ash, Income Management, Paris, Access, RKYV Dip and Workflow systems, and associated modules | D | A, I |

**Special Requirements & Skills**

| Criteria | Essential/ Desirable (E/D) | Method of Assessment |
|---|---|---|
| Adequate current experience of working in a collection and payments environment | E | A, I |
| Experience within a high pressure financial system based and customer focussed environment | E | A, I |
| An understanding of financial customer solutions available including payment arrangement, discretionary funding and write off with the ability to explore sustainable ways to maintain and maximise the councils income in a customer focussed way | D | A, I |
| An understanding of financial regulation and rules in relation to customer payments e.g. direct debit guarantee | E | A, I |
| A good understanding of security protocols relating to the taking of payments from customers and handling and storing of personal and financial information | E | A, I |
| Good communication skills at all levels with officers, members and customers with the ability to proactively contact customers and confidently discuss payment issues | E | A, I |
| Flexibility to frequently changing demands in relation to customer service provision and daily payment tasks | E | A, I |
| Ability to work accurately and to deadlines with interruptions | E | A, I |

| Criteria | Essential/ Desirable (E/D) | Method of Assessment |
|---|---|---|
| Ability to problem solve to trace missing payments and/or system anomolies with a basic understanding of local authority accounting methods in connection with payment transactions and balancing | E | A, I |
| Flexible and reliable team player with a positive and approachable attitude towards customers and colleagues | E | A, I |
| Emotional resilience with the ability to remain calm in difficult/challenging situations with customers | E | A, I |
| Integrity to handle sensitive and secure information | E | A, I |
| Ability to work accurately under pressure | E | A, I |
| Self motivated and enthusiastic with a positive 'can do' approach | E | A, I |
| Good organisational skills with the ability to multi task | E | A, I |

**Other**

| Criteria | Essential/ Desirable (E/D) | Method of Assessment |
|---|---|---|
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**CATEGORY: A:** Application, **C:** Certificates, **T:** Testing, **I:** Interview, **R:** References.

**COMPLETED BY :**
**DATE :** April 2025