



Business Rates officer

Grade: SO2

Location – Newham or Havering. The post holder must be flexible and work across sites in both councils.

Accountable to:	Business Rates Team Leader
Accountable for:	<ol style="list-style-type: none"> 1. Assist with the administrative and legislative procedures required for the effective collection and recovery of Business Rates. 2. Professional competence in dealing with all aspects of internal and external customer enquiries and to ensure that all customers receive a courteous, approachable, helpful and professional service. 3. Work as part of a team dealing with the administration of Business Rates and to co-operate with other departments and teams in order to meet the service requirements. 4. Work to increase the collection of business rates.
Job Purpose:	<ul style="list-style-type: none"> • The postholder has no line management responsibility or supervisory responsibility but at times required to provide training and supervision on specific tasks to trainees and other officer. • The postholder has no budget responsibility • The postholder may be required to work evenings, weekends and occasional public holidays, in order to meet service requirements. • This role has a career grade and therefore each set of responsibilities and competencies has to be met before progression to the next grade is agreed. • The postholder may be required to work at various locations across the London Borough of Newham and the London Borough of Havering
Specific Responsibilities	<p>Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the postholder. This is not an exhaustive list of all tasks that may fall to the postholder and employees will be expected to carry out such other reasonable duties which may be required from time to time.</p>

1. Deal with all internal and external customers enquiries in a courteous, approachable, helpful and professional manner
2. Deal with customer enquiries on the telephone, by post, e-mail, internet, fax and in person within specified timescales
3. Ensure customer enquiries and complaints are effectively resolved liaising with other departments as necessary
4. Provide information, support and advice to stakeholders and other services in order to meet the Council's overall standards in service delivery and customer care
5. Identify training needs, assist in preparation and delivery of training and to undertake training as required.
6. Ensure cash collection is maximised.
7. Keep the Business Rates Team Leader and Revenues Manager informed of all matters concerning the post holder's workload on a regular basis.
8. Consistently meet performance targets and standards.
9. Maintain performance statistics.
10. Prepare procedures and documentation in accordance with quality standards
11. Prepare invoices for payment.
12. Assist with the preparation of management information, financial information and final accounts within agreed timescales
13. Assist in the completion of statutory and other statistical returns
14. Prepare schedules for the setting of program parameters in accordance with operational requirements and to set the parameters and run batch programmes as required.
15. Control and reconcile interfaces and suspense accounts and the Local Valuation List.
16. Identify cases suitable for recovery and have appropriate skills to choose the best method of recovery to ensure payment.
17. Liaise with external suppliers and outside agents to ensure operation within the service requirements.
18. Ensure that Business Rates debts are collected in accordance with the legislation, procedures, codes of practice and Data Protection Act.
19. Amend and update existing accounts with relevant amendments in accordance with procedures.
20. Obtain relevant information, make payment arrangements with customers and process methods of payment changes.
21. Prepare timely refunds after carrying out appropriate checks in accordance with the office guidelines.
22. Prepare cases and information for Council's Legal representatives and liaise where necessary
23. Institute cases for the recovery process where appropriate.

24. Undertake tasks relating to cases where there are arrangements, disputes, reviews by debtors or their representatives or any stage of recovery.
25. Wide knowledge of legislation affecting Business Rates Billing, Collection and Recovery, including Magistrates and County Court remedies and insolvency legislation and the rights of bailiffs (Enforcement Agents) in debt recovery.
26. Interview customers and make arrangements for payment.
27. Undertake tracing of absconded customers and submit cases for write off following office procedures.
28. Knowledge of tracing systems and procedures and to utilise them responsibly.
29. Deal with a write off or appropriation in accordance with office procedures.
30. Action listings and reports within timescales as requested by the Business Rates Team Leader or Revenues Manager.
31. Authorise Solicitors in accordance with procedures.
32. Identify credit balances for refund or reallocation.
33. Deal with Direct Debits in a timely manner.
34. Deal with returned cheques in a timely manner.
35. Ensure all documents are filed/scanned in appropriate areas in accordance with procedures.
36. Arrange for all documentation to be archived and sent to off site storage as and when required.
37. Report immediately any system faults identified.
38. Refer where necessary any debt considered for corporate collection.
39. Ensure that all documents are served/issued within the statutory timescales.
40. Identify and investigate fraudulent activity within the section and by customers.
41. Attend meetings as required.
42. Undertake the Administration, Collection, and Recovery of Business Improvement District Accounts.
43. Undertake any other reasonable duties consistent with the purpose of the job.
44. Ensure that Health & Safety procedures are adhered to.
45. Act as the Council's advocate and representative at Court Hearings and to prepare all the necessary paperwork, in respect of Summons Complaint, Liability Order Hearings, and Committal Proceedings.
46. Action system listings and exception reports as required.
47. Carry out ad-hoc visits as required.
48. Calculate and refund interest payments as appropriate.

	<p>49. Deal with applications for all reliefs as appropriate or required.</p> <p>50. Any other duties within the competence of the postholder, which may be required from time to time.</p>
<p>oneSource Corporate Critical Success Factors</p>	<ul style="list-style-type: none"> • Provision of and delivery of quality services – ensuring a high level of service that is reflective of all customer needs and value for money • Anticipates different customer needs – delivering a customer focused shared service which is a cultural ‘fit’, is flexible and proactive in approach • Delivers a resilient business, which continuously improves and innovates with healthy revenue streams • Operates an ethos of joint working and operates across the board regardless of location • Delivers capacity and capability to operate business as usual with the capacity and capability to innovate and project manage to support this • Delivers a flexible and scalable platform to innovate, enhance market knowledge and continuously improve • Invests in people and skills to deliver a sustainable business • Provides a transactional service that is multi-channelled, face to face, local and nationwide
<p>General</p>	<ul style="list-style-type: none"> • OneSource is committed to and champions equality and diversity in all aspects of employment and service provision. All employees are expected to understand and promote this approach in their work. • Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately • Deal with any Safeguarding issues that might arise, in line with the Council’s policies and procedures. • Comply with Health and Safety Regulations associated with your employment. • Be aware of the council’s responsibilities under the Data Protection Act 1984 for the security, accuracy and relevance of all personal data held on such systems and ensure that all processes comply with this. • To treat all information acquired through your employment, both formally and informally, in strict confidence.

Person Specification

<p>Able to demonstrate and evidence a highly developed Competence in:</p>	<ul style="list-style-type: none"> • At least one year's experience in local authority Business Rates Administration, Collection and Enforcement • At least one year's experience in dealing with customer enquiries in a debt collection or similar environment
<p>Able to demonstrate and evidence Knowledge and experience in:</p>	<ul style="list-style-type: none"> • Working knowledge of Business Rates Administration, collection and Enforcement. • Working knowledge of various debts that Local Authorities to the level of IRRV Certificate in Local Taxation. • Working knowledge of office practices equivalent to NVQ level 3 • Ability to use a computerised business rates system and software applications within a Windows environment • Able to communicate issues verbally and in writing • Ability to represent the Council at meetings with stakeholders, other local authorities and members of the public • Ability to prepare management and financial information • Ability to prioritise work and to meet set deadlines • Ability to work on own initiative and decide the action necessary to complete allocated work • Ability to attend Court Hearings or similar practices • Ability to take responsibility for the maintenance of computer software and hardware and running batch programs with minimal supervision. • Ability to liaise with staff of all departments, customer representatives or external organisations • A commitment to customer care and quality issues