

Business Rates Performance Officer

Grade: (PO4)

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

Accountable to:	Revenues Manager
Accountable for:	1. To provide and analyse statistical data, maintain financial controls and reconciliations, submit Government Returns for all Business Rates systems and monitor performance of all areas within the Business Rates Services.
Job Purpose:	<ul style="list-style-type: none"> • The postholder reports to the Revenues Manager. • The postholder is required to supervise and train up to 9 staff on specific tasks. • 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.
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> <ol style="list-style-type: none"> 1. Complete weekly and monthly Business Rates Collection statements. 2. Ensure monthly reconciliation between the Business Rates Systems(s) and the respective Councils General Ledgers. 3. Reconcile write offs and refunds between Business Rates systems and the Councils financial management systems. 4. Ensure Direct Debit extraction is based on correct information and carry out comparisons with previous month/year. 5. Ensure cash collected is reconciled daily to the Council(s) cash receipting system and monthly to the Councils(s) financial management systems, and to produce a monthly reconciliation statement.

6. Prepare end of year accounts providing extensive back up working papers for both District Audit and Accountancy.
7. Produce statement for HMRC regarding Tax on Business Rates overpayments and ensure correct information is sent within specified timescales.
8. Produce annual statements of expected and revised bad debt provision.
9. Produce annual estimate of Cash flow projection for all Business Rates Services.
10. Produce annual estimate and actuals for court costs and monitor position on a monthly basis informing the Service Manager of any shortfalls.
11. Complete the Council(s) annual NNDR1 NNDR2 and NNDR3 Returns, identifying the Councils(s) levels of retention and Government Grant.
12. Complete the Councils(s) annual BRS1 & BRS 3 Returns, determining the level of contribution to the GLA to fund Crossrail.
13. Produce and submit statistical information for the completion of the QRC, 1 2 3 and 4 returns to DCLG.
14. Compile and submit benchmarking submissions, and to analyse the returns and comparator reports providing executive summary's on the outcomes.
15. Provide statistics as requested and answer queries from Internal, External and District Audit.
16. Extract data needed for Managers and write database queries to obtain information from the collection database.
17. Provide monthly graphs, statistics and ad hoc information needed by the Revenues Manager and to monitor the position against services targets.
18. Undertake various promotional exercises and projects to increase take-up of reliefs and direct debit any new government initiatives.
19. Monitor arrears outstanding and cash collected for Business Rates on a monthly basis and ensure targets will be met.
20. Monitor Business Rates Financial and Recovery control reports reporting on trends and significant variations to the Business Rates Team Leader and Revenues Manager.
21. To schedule and produce various system extracts on a daily, weekly and monthly basis.
22. To provide and maintain regular forecast information in respect of Appeals, Growth, Losses in Collection, and LA retention.
23. Demonstrate a flexible approach in the delivery of work within the service cluster. Consequently the postholder may be required to perform duties not specifically identified in the job profile but which are in line with the general responsibilities of the post. This may include evening and weekend work.
24. Ability to undertake work of a highly complete and diverse nature, which requires high level knowledge and skills in a range of specialist disciplines such as collection fund monitoring, enterprise Zone monitoring and management, Bids monitoring and management.

	<p>24. Advising the Council on high level complex financial matters with major financial implications for the organisation.</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"> • Working knowledge of various Business Rates legislation. • Working knowledge of the administration, Collection and Enforcement of Business rates.
<p>Able to demonstrate and evidence Knowledge and experience in:</p>	<ul style="list-style-type: none"> • 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 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.
<p>Behaviours and personal qualities</p>	<ul style="list-style-type: none"> • An appreciation of the need to respect the feelings of both staff and public • Knows when to draw matters to the attention of management but always seek to provide solutions to problems and prepared to make decisions • Responds promptly and positively to customer requirements in a helpful and courteous manner • Monitors outcomes and learns from experience • Demonstrates high standards of integrity, honesty and fairness • Sensitive to the needs of others, while recognising the need to maintain service standards • Actively committed to equality in service provision and employment • Resilient and adaptable

Having Competencies (Delete if a Newham Post)

Achieving Results and Success	<ul style="list-style-type: none">••••
Communicating Openly and Effectively	<ul style="list-style-type: none">••••
Delivering Excellent Customer Service	<ul style="list-style-type: none">•••••
Empowering Leadership	<ul style="list-style-type: none">•••••
Managing Personal and Organisational Change	<ul style="list-style-type: none">•••••
Planning and Implementing	<ul style="list-style-type: none">•••••
Respecting Others	<ul style="list-style-type: none">•••••

