

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation: Business Rates Officer Grade: SO1

Reports to Business Rates Team Leader Grade: PO3
(Designation):

Directorate: Customer Services Section: Revenues

Main Purpose of the job:

Responsible for the efficient and effective administration, collection and recovery of Business Rates owing to the Council in accordance with financial procedures and statutory regulations. To prepare cases and represent the Council at court. To provide in-depth advice and information about Business Rates to customers as required. Assist with the management and monitoring of the Enforcement Agents and other collection agents. Maximise collection in accordance with Financial Procedures and statutory regulations. Provide a high standard of service to customers.

Summary of Responsibilities and Personal Duties:

- 1 Execute your duties in accordance with legislative requirements, the division's Service Plan, policy requirements, financial procedures, the recovery timetable and those determined by your manager.
- 2 Effectively respond to all enquiries received by letter, telephone, in person (where required) and electronically.
- 3 Ensure all necessary action is taken to collect revenue efficiently and effectively & process applications for reliefs and other reductions with due regard to internal and external fraud prevention and detection.
- 4 Ensure all work is carried out in accordance with procedures, agreed time scales and those dictated by legislation.
- 5 Deal with difficult queries including complaints by correspondence, telephone, face to face (where required) and electronically, ensuring timely, accurate, appropriate responses and suggest remedial action where weakness in service delivery is identified.
- 6 Submit irrecoverable debt for write off in line with delegated powers, audit requirements and internal procedures.
- 7 Comply with procedures to maintain an accurate database, fulfill audit requirements, and meet / exceed internal & external accreditations.
- 8 Undertake proactive work and participate in outreach work to improve collection.
- 9 Establish effective liaison with external bodies and partners and maintain good working relationships to assist the collection of revenue.
- 10 Liaise with and instruct the Enforcement Agents and other relevant bodies i.e. Solicitors / Process Server, on the appropriate course of action to ensure effective revenue collection. Report to your manager on their performance.

- 11 Prepare cases relating to proceedings at the Magistrates Court, County Court and other courts as directed.
- 12 Represent the Council and provide evidence at the Magistrates' Court to successfully obtain Liability Orders. Represent the Council in court to defend Liability Orders when required.
- 13 Deal with all aspects of Insolvency where the Council is not the petitioning creditor and ensure information is passed to the Official Receiver / Trustee as required. Maintain accurate records of all insolvency cases.
- 14 Identify and prepare cases for committal hearings, interviewing customers where required.
- 15 Make application for warrants of arrest with and without bail as appropriate.
- 16 Prepare records and maintain statistics as directed. Deal with system reports and other output as required.
- 17 Adhere to the General Data Protection Regulation and be aware of your personal responsibilities.
- 18 Maintain a detailed knowledge of all relevant legislation, procedures and technology required to meet the demands of the post.
- 19 Take responsibility of own personal and professional development.
- 20 Act as a mentor/coach for staff as directed by the manager, providing guidance and advice to others. Mentoring of junior staff as required.
- 21 Support the manager to design and implement training as required to satisfy business, service and personal development requirements.
- 22 Provide information for the reporting, management and quality of throughput on the team as required.
- 23 Undertake quality checks to ensure accuracy of processing as directed.
- 24 Promote the Council's Equal Opportunities Policies and Values.
- 25 Provide a high standard of service with commitment to customer care and equal opportunities.
- 26 Carry out the duties of the post with an understanding of and commitment to customer care. Implement the Council's and Department's customer care and Equal Opportunities policies.
- 27 Take responsibility of own personal and professional development.
- 28 Support the Team Leader to design, implement and deliver internal and external training as required, satisfying business, service and personal development.
- 29 Support the Team Leader to review all relevant work processes and write procedures as required.
- 30 Ensure all action is taken to detect and prevent internal and external fraud.
- 31 Carry out the duties of the post with an understanding of and commitment to customer care.
- 32 Implement the Council's and Department's customer care and Equal Opportunities policies.
- 33 Take positive action to promote the take up of benefits where appropriate.

Internal Contacts: These include;

Council Tax and other Corporate Finance Sections, Revs & Bens IT, Legal Department, Audit and Investigation Department, Other staff within the organisation.

External Contacts: will include;

Financial Reps/Advocates, Solicitors, Court Services, Bailiffs, Partnership Organisations, Representatives of other Government departments, Internal / External auditors, Software partners, Insolvency Service, Debt Collection Services, Other Local Authorities and County Councils.

To carry out the duties of the post with due regard to the Council's relevant codes and procedures.

All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff: 0

Title:	Grade	No of posts
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Number of partially managed staff:

Title:	Grade	No of posts
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PERSON SPECIFICATION

JOB TITLE: Business Rates Officer

POST NO:

DEPARTMENT: Revenues

GRADE: SO1

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Equality & Diversity

Awareness of and a commitment to Equality of Access and Opportunity in a diverse community **S1**
Understanding of how equality and diversity relates to this post **S2**

Knowledge

High level knowledge of Business Rates legislation **S3**
High level knowledge of issues relating to debt recovery and enforcement **S4**
High level knowledge of Court proceedings for the recovery of unpaid revenue **S5**

Aptitude

Engage with other organisations in order to fulfil legislative changes affecting enforcement of revenue
Supervise, motivate and monitor junior staff
Prepare reports of a complex, factual and confidential nature
Assess individual customer / business circumstances

Skills (Skills can only be used as shortlisting criteria if the skill is to be tested)

(To Be Tested – S)

Excellent communication skills including the ability to liaise with external bodies and represent the council at court
Excellent debt negotiation skills
Excellent administrative and organisational skills
Computer skills to update the council's records accurately

Experience

Monitoring targets and performance, collating information and analysing statistical data for input into management reports. **S6**
Working in a debt collection, benefit recovery or similar environment **S7**
Dealing with customers enquiries by letter, telephone or in person **S8**
Working accurately under pressure within tight timescales **S9**
Experience of dealing with challenging customers **S10**
Conducting hearings on behalf of the council **S11**
Experience of preparing statistical information, interpret legislation, produce reports and respond to complaints. **S12**

General Education

Good level of literacy and numeracy

Personal Qualities

Flexible

Positive attitude towards change

Commitment to provide a high quality service

Able to work on own initiative under pressure

Circumstances

May be required to accompany manager when visiting clients

DBS Disclosure Required? **No** **Basic** **Enhanced**

(Tick as appropriate – guidance available from your HR Advisor)

Physical

Generally candidates must meet the standard Lewisham requirements for the post