Job Description

Job Title	Rates Specialist (Business Rates)
Grade	Band F
Reporting To	Business Rates Manager
JD Ref	BUS0018G(B)

Purpose

Ensure the billing and collection of National Non-Domestic Rates and all ancillary matters are completed in a timely, qualitative and compliant manner.

Main Duties And Responsibilities

Behavioural:

- Enjoy, achieve, create impact, and thrive in the role and organisation.
- Live our values in the role and organisation.

Key Tasks/specific duties:

- Liaise with the Valuation Office Agency, Courts and other appropriate bodies and act as a point of contact between them and the Council, attending liaison meetings as required.
- Ensure the prompt billing and collection of all Business Rates, maximising income collection wherever possible.
- Attend Valuation Tribunal hearings and Magistrates Court representing the Council.
- Responsibility for the control of all listings and ensuring amendments are undertaken as required and in a timely fashion also ensuring the accuracy of the list.
- Responsible for S44a divisions, visiting premises where necessary.
- Ensure the legacy system and ancillary systems are correctly maintained, up to date and the case outcomes are recorded in a timely fashion.
- Responsible for the initial consideration of Charitable Relief applications and Hardship applications prior to referring cases to the Business Rates Manager.
- Be proactive in contributing to the achievement of statistical and qualitative performance targets, assisting Finance colleagues as may be required.
- Assist in the development of the service.

Communication, Engagement and Training:

- Provide and promote a customer focused service in conjunction with other Council providers.
- Provide advice and support to colleagues and act as a point of escalation for more complex and sensitive issues majoring on Business Rates matters.
- Provide advice and guidance to customers and act as the main point of contact in relation to Business Rates.
- Develop constructive working relationships with colleagues and customers/external agencies.

Data Analysis and Decision-Making:

- Responsible for the timely and accurate billing and the collection of Business Rates, including reliefs and rateable value changes.
- Calculate and process financial transactional data on business support systems.
- Resolve subsequent issues arising from own work and that of others.
- Deal with problems concerning all Business rate matters, seeking the advice of the Business Rates Manager as required.
- Apply knowledge and understanding of the specialist area in order to determine, or recommend, an appropriate course of action that produces a consistent and accurate result.

Performance Management:

- Work to ensure pre-set targets and deadlines are achieved, notifying the Business Rates Manager where there is a risk of being unable to do so.
- Support the annual billing cycle for Business Rates as directed to ensure it is undertaken with the minimum of system down-time and the prompt dispatch of the billing documentation.
- Assist with the development of the service looking for continual improvement.

Compliance:

- Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.
- Adhere to relevant Business Rates legislation, policies and practices.
- Ensure collection strategies and procedures are strictly followed.

Other:

- Any other duties commensurate with the grade.

Role Specific Knowledge, Experience And Skills

Qualifications:

Desirable-

- *An IRRV Technician Qualification*
- *NVQ in Business Administration or similar*

Knowledge & Skills

- Excellent literacy, numeracy and organisational skills.
- Good interpersonal and communication skills.
- Demonstrate a comprehensive understanding of Business Rates.
- Knowledge of relevant specialist legislative requirements relating to Business Rates.
- Understanding of confidentiality requirements.
- Demonstrate comprehensive IT skills, eg use of Microsoft Office, etc.
- Able to work to deadlines.

Desirable -

- *Knowledge of working in local government. Desirable*
- *Excellent presentation/advocacy skills*
- *Excellent communication skills, oral and written.*
- *Knowledge of working within the Business Rates environment.*

Experience

- Experience of data input entry to business support systems
- Experience of working in a customer service or office environment.
- Demonstrate the ability to analyse information and make an appropriate decision on a course of action.
- Experience of working to deadlines.
- Experience of communicating effectively at all levels, both verbally and in writing

Desirable -

- *Experience of working in local government.*

Additional Information

Ability to travel across the Borough and work from various locations.

Work hybrid, with a flexible working approach to accommodate service needs.

Expected to work from a fixed location (subject to change).

On occasion, able to work outside traditional hours, of a weekend and evening as required, adopting a flexible working approach in response to business requirements.

Display excellent customer core skills at all times.

Work flexibly to suit the needs of the organisation.



Health & Safety Considerations:

- Work with VDUs (Video Display Unit) (>5hrs per week)
- Outside working (visiting premises)

Approved By: Susan Hutchinson – Local Taxation Manager
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