



JOB DESCRIPTION

DIRECTORATE:	Corporate Services
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SERVICE:	Benefits & Exchequer Services
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POST DETAILS:

Job Title: Local Taxation Assistant

Grade: Scale 5

Location of Work 1 Times Square

Directly Responsible To: Local Taxation Team Leader

Hours of Duty : 37 Hours

Primary Purpose and Scope of the Job:

1. To assist the Local Taxation Team Leader to effectively deliver Benefits & Exchequer Services that are of the highest standards, cost effective and efficient.
2. To carry out a wide range of clerical and administrative tasks in order to provide a quality service for the billing and collection of Council Tax and Business Rates.
3. In conjunction with the Local Taxation Team Leader, maximise the collection and recovery of Council Tax and Business rates and continuously strive to improve income collection.

WORKING RELATIONSHIPS:

Members of the Public
Revenues & Benefits Sections
Other Council Departments
Local Business and Voluntary Organisations
Government and Outside Agencies
Other Local Authorities



KEY TASKS AND ACCOUNTABILITIES:

1. To add, amend, terminate and delete customer's accounts, via on line systems, necessitated by changes of occupation or liability, e.g. as a result of adjustments to discounts, disregards, exemptions and council tax benefit). All transactions to be undertaken in accordance with legislative requirements, using information obtained from the best reliable sources.
2. To add, amend, terminate and delete Customer accounts, via on line systems, for changes in property bands. To liaise with the Valuation Office and to balance the data input to source documents and report any discrepancies.
3. To process direct debit, standing order and other payment facility applications. To process cash transfers, recalled payments, and post-dated cheques. To liaise with customers, banks, building societies and internal sections such as Cashiers and Financial Accounts.
4. To refer and process documents produced via on line systems e.g. Bills, Reminders, Cancellations and standard letters.
5. Under Service guidelines, to instigate inspections and traces for documents not delivered by the Post Office.
6. To check on line system reports e.g. account imbalances, to identify and correct less complex errors/discrepancies. Report more complex errors/discrepancies to the Senior Local Taxation Team Leader and Systems Administrator.
7. To recommend accounts for write off where they are below Service small balance limits.
8. Within Service guidelines, and after appropriate system checks, initiate refunds through the Creditors system.
9. Within Service guidelines, procedures and timetables, prepare transmission to BACS of direct debit tapes for Council Tax and Business Rates.
10. To respond, in a positive, friendly and efficient manner, to all customer enquiries received by telephone, letter, fax, email or in person. To explain the basis on which charges are made and recoverable. To give advice and assistance on liability, discounts, disregards and exemptions as appropriate, in accordance with Government Regulations and the Council's Customer Care standards.
11. To interpret and explain the current position on customers' accounts as shown on the Council Tax or Business Rates systems. To refer customers to other Revenues or Departmental sections as and when appropriate.
12. To negotiate within broad guidelines and in accordance with the Council's Anti Poverty/Corporate Debt initiatives, alternative payment arrangements with customers who are unable to pay as required by the statutory scheme. Record these



arrangements using on line systems and monitor where necessary.

13. To advise customers on the most appropriate method of payment to suit their circumstances, issue direct debit mandates, standing order forms and other payment facilities as appropriate.
14. To liaise with, and refer customers to, outside agencies such as Welfare Rights, Citizens Advice Bureau and Valuation Office where appropriate.
15. Establish and maintain liaison within the Revenues & Benefits Service, Financial Services & IT Department, other Departments of the Council, other Local Authorities and outside agencies e.g. District Valuation Office, solicitors and estate agents, to ensure good communications and the prompt and efficient passage of information.
16. To assist with the training of new staff in accordance with specified training programmes and procedures. To check work completed and assist the Local Taxation Supervisor in monitoring progress as requested.
17. To participate fully in improving the quality of the service provided and enhancing the Local Taxation team. To be responsible, together with team colleagues, for constantly reviewing working practices, design and format of documents and procedures and making suggestions/recommendations as appropriate.
18. To gather and collate information for, and as requested by, a Senior Officer in relation to MP's/Councillors enquiries and Official Complaints.
19. To identify potential fraud cases and refer to the Fraud Officer.
20. To compile, produce, check and issue letters via Document Image Processing and Word processing systems.
21. Operate Revenues & Benefits computer systems - including Council Tax, NNDR and Document Image Processing.
22. Undertake any other duty or responsibility within the general purpose or scope of the job, commensurate with the grade for the post, as required from time to time by Senior Management.



REVIEW ARRANGEMENTS:

The details contained in this Job Description reflect the content of the job at the date it was prepared. However, it is inevitable that over time, the nature of the jobs may change. Existing duties may no longer be required and other duties may be gained without changing the general nature of the post or the level of responsibility entailed. Consequently, the Council will expect to revise this Job Description from time to time and will consult with the postholder at the appropriate time.

Prepared/Revised By:

Gemma Woodfield - 19/08/2020

Agreed Job Description Signed By Holder:
(To be signed only following appointment)

Date Job Description signed by Holder:
