**JOB DESCRIPTION**



|  |
| --- |
| **Post Title**: Business Rates Billing & Recovery Officer  |
| **Department**: Resources & Regulation | **Post No**:  |
| **Division/Section**: Revenues | **Post Grade**: 7 |
| **Location**: 7 Whittaker Street, Radcliffe | **Post Hours**: 37 hours |
| **Special Conditions of Service**: None |
| **Purpose and Objectives of Post**: Process online computer amendments to Business Rates records, working to office deadlines within the team, using your own initiative, with a comprehensive knowledge of the IT systems used within Revenues.Deal with enquiries from members of the public and Rating Agents on all Business Rates issues, which requires a comprehensive knowledge of Business Rates legislation, Data Protection Act and Council policies.Determine the issue of Summonses to Business Rates payers to obtain a Liability Order at the Magistrates Court in accordance with office policies and procedures.Determine and implement the most effective method of recovery following the granting of a Liability Order, up to and including the Enforcement process, monitoring payment agreements in accordance with office procedure |
| **Accountable to**: Head of Customer Support & Collections |
| **Immediately Responsible to**: Collections Manager |
| **Immediately Responsible for**: None |
| **Relationships: (Internal and External)Internal External**Officers within Revenue Division Members of the public Finance Enforcement AgentsAdult Services Staff of the Valuation OfficeSix Town Housing Clerks to the Valuation TribunalICT Division SolicitorsMembers and Officers of the Council Staff of other Local AuthoritiesElections Estate AgentsLand Charges Rating AgentsEducation LandlordsPlanning HMRCLicencing Staff at Magistrates CourtTrading standards Banks/Building Societies  |
| **Control of Resources**: None |
| **Duties/Responsibilities**:  |
| * Process amendments to the Business Rates records, including to establish and calculate liability, determine and grant discounts, reliefs, exemptions and reduction schemes being aware and reporting any potential fraud, promote payment methods, index documents to relevant accounts and update archive database systems.
* Following changes during 2017 – Revaluation and new discounts (both discretionary and legislative) maximise support to local businesses whilst ensuring collection of amounts to fund the council
 |
| * Input Direct Debit details, process amendments and cancellations as supplied by banks, building societies, and notify customers of rejected payments.
 |
| * Process payments via debit/credit card through the Authority’s intranet payment facility.
 |
| * Issue billing, recovery and enforcement documents as required both legislatively and by office procedures
 |
| * Report new, deleted and amended properties, which will affect the valuation list, to the Valuation Officer.
 |
| * Calculate and process refunds to taxpayers.
 |
| * Calculate and process cash transfers between taxpayers’ accounts.
 |
| * Attend the Magistrates’ Court for Liability Order hearings to make payment arrangements with defendants. This can also involve the handling of cash.
* Analyse account data provided through a series of reports to ensure liability, transactions and recovery are correct
 |
| * Identify and process the most appropriate and effective means of recovery following the granting of a Liability Order having regard to the Council’s Recovery Policies and Corporate Debt Policy including:
 |
| * selecting Liability Orders to be issued to an Enforcement Agent
* proactive telephone debt recovery to customers – often asking customers for immediate payment in full.
* agreeing and monitoring payment arrangements
* identifying and providing Statements of Accounts for cases and liability orders for bankruptcy, liquidation and charging order proceedings
* issue Final Warning Letters to non-payers informing them of the intention to take committal proceedings/insolvency proceedings
 |
| * Report appropriate changes to Enforcement Agents acting on the Council’s behalf using the agents online web facility.
* Respond to daily enquiries and correspondence from the public (or their representative) by written correspondence, telephone, email and face to face.
 |
| * Initiate and follow up enquiries to locate absconded ratepayers using the internet and web enabled tracing tools. Once located, ensuring that a repayment plan is agreed and adhered to in order to protect the Council against loss of income.
 |
| * Follow up enquiries regarding planning permission and completion of works undertaken, request property inspections when required.
 |
| * Carry out company house searches and land registry searches to determine ownership for the liability of Business Rates.
* Liaise with enforcement agents regarding individual cases assessing each one on its own merits.
 |
| * Identify and prepare accurate reports for write offs prior to submission.
 |
| * Provide support and guidance to colleagues in the absence of direct supervision.
 |
| * Contribute to the formulation of office procedures and best practice.
 |
| * Have an understanding of the Human Rights Act, Freedom of Information Act and of working with the Data Protection Act in a confidential environment.
 |
|  |
| **Safeguarding:**As an employee of Bury Council you have a responsibility for, and must be committed to, safeguarding and promoting the welfare of children, young people and vulnerable adults and for ensuring that they are protected from harm.**Equality Diversity and Inclusion:**Bury Council is committed to equality, diversity and inclusion, and expects all staff to comply with its equality related policies/procedures, and to treat others with fairness and respect.**Health and Safety:**The post holder is responsible for Employees Duties as specified with the Corporate and Departmental Health and Safety Policies.**Health and Wellbeing:**As an employee of Bury Council you should contribute to a culture that values and supports the physical and emotional wellbeing of your colleagues.Where an employee is asked to undertake duties other than those specified directly in his/her job description, such duties shall be discussed with the employee concerned who may have his/her Trade Union Representative present if so desired. (See paragraph 203 of supplemental Conditions of Service) |
|  |
| **Job Description prepared by:** | **Sign: A. Eland** | **Date: 24.9.18** |
| **Agreed correct by Post holder:**  | **Sign:** | **Date:** |
| **Agreed correct by Supervisor/Manager:** | **Sign:**  | **Date:**  |

**DEPARTMENT FOR RESOURCES AND REGULATION**

**BUSINESS RATES BILLING & RECOVERY OFFICER**

|  |
| --- |
| **CORE BEHAVIOURS FOR THE POST (Please tick those relevant)** |
| Commercial Thinking & Analysis |  | Planning |  |
| Customer Service | x | Developing Self & Others | x |
| Delivering Results |  | Teams, Networking & Partnerships | x |
| Values, Ethics & Diversity | x | Adapting to Change | x |
| Delivering a Quality Service(Continuous Improvement) | x |  |  |

|  |  |  |
| --- | --- | --- |
| **SHORT-LISTING CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| **Knowledge** |
| A knowledge and understanding of the principles of Business Rates | ✓ |  |
| A good understanding of data protection issues | ✓ |  |
| A comprehensive knowledge of Business Rates legislation and billing procedures  | ✓ |  |
| A knowledge of enforcement procedures as they apply to the recovery of Business Rates | ✓ |  |
| **Skills** |
| The ability to prioritise and work on own initiative with the minimum of supervision | ✓ |  |
| The ability to communicate effectively with a wide spectrum of individuals by telephone, face to face and in correspondence | ✓ |  |
| Must be methodical, numerate, literate, possessing good administration skills | ✓ |  |
| Demonstrate principles of good customer care within the Revenues environment | ✓ |  |
| The ability to work within tight deadlines and as part of a team | ✓ |  |
| Demonstrate effective negotiation skills | ✓ |  |
| The ability to remain professional when dealing with complex customer enquiries | ✓ |  |
| **Experience / Qualifications** |
| Experience of dealing with the public, both face to face and by telephone | ✓ |  |
| Experience of inputting and retrieving data from on-line computer systems | ✓ |  |
| Previous experience of delivering effective solutions, within approved policy and guidance parameters | ✓ |  |

**CRITERIA FOR INTERVIEW AND OTHER ASSESSMENT METHODS**

**The short-listing criteria listed plus the following:**

|  |  |
| --- | --- |
| **ASSESSMENT****METHOD** | **CRITERIA** |
| **Interview and Application** | A knowledge and understanding of the principles of Business Rates |
| **Interview and Application** | A good understanding of data protection issues |
| **Interview and Application** | A comprehensive knowledge of Business Rates legislation and billing procedures |
| **Interview and Application** | A knowledge of enforcement procedures as they apply to the recovery of Business Rates |
| **Interview and Application** | The ability to prioritise and work on own initiative with the minimum of supervision |
| **Interview and Application** | The ability to communicate effectively with a wide spectrum of individuals by telephone, face to face and in correspondence |
| **Interview and Application** | Must be methodical, numerate, literate, processing good clerical skills |
| **Interview and Application** | Demonstrate principles of good customer care within the Revenues environment |
| **Interview and Application** | The ability to work within tight deadlines and as part of a team |
| **Interview and Application** | Demonstrate effective negotiation skills |
| **Interview and Application** | The ability to remain professional when dealing with complex customer enquiries |
| **Interview and Application** | Experience of dealing with the public, both face to face and by telephone |
| **Interview and Application** | Experience of inputting and retrieving data from on-line computer systems |
| **Interview and Application** | Previous experience of delivering effective solutions, within approved policy and guidance parameters |