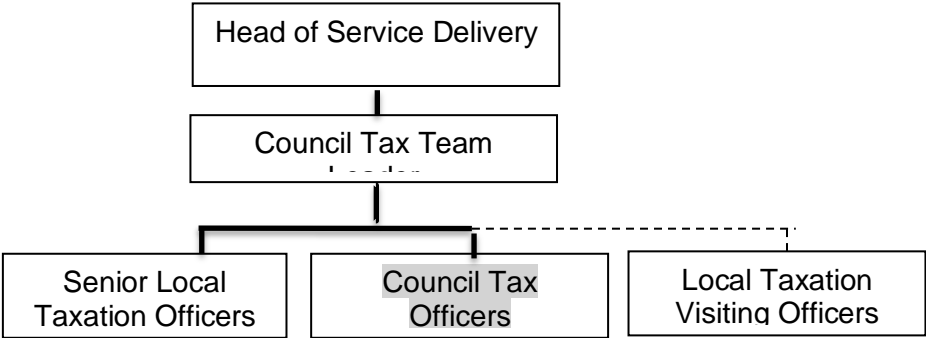


Job Description

Department:	Corporate Services.
Division/Section:	Shared Transactional Services (STS)
Job Title:	Council Tax Officer
Post No:	
Grade:	7
Reports to:	Council Tax Team Leader
Organisation Chart: Show immediate manager and any jobs reporting to this post.	 <pre> graph TD A[Head of Service Delivery] --> B[Council Tax Team] B --> C[Senior Local Taxation Officers] B --> D[Council Tax Officers] B --> E[Local Taxation Visiting Officers] </pre>
DBS Check applicable?	Basic <input type="checkbox"/> Standard <input checked="" type="checkbox"/> Enhanced <input type="checkbox"/> None <input type="checkbox"/>
	Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Line Management responsibility for:	No. of direct reports: None No. of indirect reports: None
Size of budget:	
Job Purpose:	To provide an effective and efficient service for the administration and assessment of liability for local taxes, including billing, collection and recovery of income for the Council in accordance with legislation, local policies, strategies and government directives that supports Shared Transactional Services in providing an efficient and effective service that is customer focused and provides value for money.

Main Duties and Responsibilities:

1. Process information received in respect of Council Tax and update integrated computer systems to ensure the production of accurate bills and/or invoices, including maximising payment opportunities.
2. To make decisions on and process amendments in line with Council Tax legislation to accounts including changes to occupation, council tax banding changes and changes to payment methods
3. To make decisions on more complex areas of discounts and exemptions, including appropriate contact and management of sensitive areas relating to health, disability etc such as disabled banding relief, severe mental impairment and deceased exemptions.
4. Deal with schedules received from the Valuation Office Agency within agreed timescales, updating accounts correctly, and ensuring that totals are balanced to the VOA totals once the schedule updates are complete
5. Maintain accurate records and prepare written communications to the customer and other organisations to obtain information and in response to enquiries.
6. Assist with complaints, Member and MP enquiries and correspondence received from the Local Government Ombudsman.
7. Liaise with other sections/departments of the council, external organisations, stakeholders and customers as appropriate to collect outstanding debts and resolve queries.
8. Assist with action taken in the Magistrates Court to recover outstanding debts, including attending hearings to assist customers.
9. Ensure that appropriate post-summons recovery action is taken having regard to the circumstances of the debtor and the policies of the Council, including but not limited to arrangements, attachment of earnings, attachment of benefits and charging orders.
10. Take proactive action to recover outstanding debts utilising all available methods of recovery including telephone/email contact with the debtor.
11. To take inbound calls from customers for both billing and recovery purposes.
12. Liaising with third parties, including nominated representatives of liable parties and executors of deceased accounts, in order to ensure efficient billing and recovery processes, and appropriate communication at all times, especially with vulnerable customers and sensitive cases.
13. Liaise with the council's appointed Enforcement Agents to resolve any issues or advise of changes to the amount of debt outstanding or debtor details.
14. Identify appropriate cases for bankruptcy action ensuring that all council debts are identified and included in the proceedings.
15. Identify appeals against liability and refer to senior officers as necessary and assist in the preparation of cases for Tribunal hearings.
16. Deal with refunds, write-offs, credit and debit memos and make recommendations for appropriate authorisation.

17. Make appropriate referrals to the Property Inspectors for void cases, exemptions and occupations.
18. Deal with correspondence returned to the service as undelivered taking appropriate action and utilising all available systems to trace the debtor.
19. Refer appropriate cases to the Fraud Section / Internal Audit in accordance with agreed procedures.
20. Deal with system reports including but not limited to credit and cash posting, suspense items, transfers and correction of liability by updating computer systems as necessary.
21. Undertake general housekeeping on Council Tax systems to ensure that system integrity and security is maintained.
22. Update manual and computer systems as required.
23. To work as a supportive team member in identifying and changing service delivery to ensure continuously improved performance and customer service.
24. To act as an effective team member by providing support and assistance to other team members, including provision of training and writing of procedure notes where appropriate.

Generic Responsibilities:	<p>To carry out all responsibilities with regard to the Council's Equalities Policy and Procedures and Customer Care Policy.</p> <p>To comply with all Health & Safety at work requirements as laid down by the employer.</p> <p>The council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.</p>
Flexibility Clause:	<p>Other duties and responsibilities express and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments.</p>
Variation Clause:	<p>This is a description of the job as it is constituted at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the postholder.</p> <p>In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Head of Service reserves the right to make changes to your job description following consultation.</p>

DATE: 20/02/2025

COMPLETED BY: Jess Cox

Version: 3	Date Issued: February 2025	Review Date: April 2026
------------	----------------------------	-------------------------

Person Specification

JOB TITLE: Council Tax Officer
GRADE: 7
HOURS: 37
DIVISION: Shared Transactional Services
DATE:

POST NO:
DEPARTMENT:
DIRECTOR:
COMPLETED BY:

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
<p>KNOWLEDGE</p>	<ul style="list-style-type: none"> • Good understanding of Council Tax legislation and guidance. (A/I) • Detailed understanding of Council Tax billing and recovery processes and procedures. • To have an understanding of the processes involved with debt recovery through the courts. • To have a working knowledge of document management systems. (A/I) 	<ul style="list-style-type: none"> • Good working knowledge of the Capita (Revenues and Benefits) system (A/I) • To have a working knowledge of Info@Work document management system. (A/I) • An understanding of the legislative frameworks and processes relating to Housing Benefit and Council Tax Support. (A/I)
<p>SKILLS & ABILITIES</p>	<ul style="list-style-type: none"> • Ability to communicate effectively with a wide and diverse range of customers (A/I) • Ability to deal with sensitive cases and vulnerable customers, both verbally and in writing. • Ability to deal with difficult conversations • Be customer focused with an understanding of customer needs and expectations (A/I) • An ability to respond positively to any changes in working practices (A/I) • Ability to work on own initiative and plan and prioritise own workload (A/I) • Ability to follow complex guidance (A/I) • An effective team worker who contributes positively to the team's success (A/I) • Ability to work to challenging deadlines in a performance driven office (A/I) 	

	<ul style="list-style-type: none"> • Accurate with attention to detail, particularly when working to tight deadlines (A/I) • Ability to clearly present complex information both in writing and verbally. 	
EXPERIENCE	<ul style="list-style-type: none"> • Experience of working in a Council Tax processing environment. • Demonstrable experience of working effectively as part of a team (A/I) • Experience of using Microsoft Windows and Office software. (A/I) • Demonstrable experience of working to tight deadlines within a performance driven office (A/I) • Demonstrable experience of dealing with a variety of customers (A/I) 	<ul style="list-style-type: none"> • Experience of using the Capita system (Revenues and Benefits) system (A/I) • Experience of using a document management system (A/I) •
QUALIFICATIONS	<ul style="list-style-type: none"> • Educated to GCSE level with a minimum of 4 passes at grade C or above (or equivalent). (A) 	<ul style="list-style-type: none"> • IRRV (Tech) qualification
PERSONAL CIRCUMSTANCES	<ul style="list-style-type: none"> • Willingness to work outside of normal working hours (A/I) 	
EQUALITY	<ul style="list-style-type: none"> • Candidates must demonstrate understanding of, acceptance and commitment to the principals underlying equal opportunities. (A/I) 	
CUSTOMER CARE	<ul style="list-style-type: none"> • Knowledge and understanding of effective customer care (A/I) 	

[At the end of each criteria the following codes are used to indicate how the criteria will be assessed:
(AI) Application / Interview, (P) Presentation, (W) Written Test.]