

Job Description


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| Service: | Revenues and Benefits |
| Job title: | Council Tax billing and Support Officer |
| Grade: | C |
| Hours of work: | 37 |
| Responsible to: | Council Tax Team Leader |
| Responsible for | |
| Direct reports: | 0 |
| Indirect reports: | 0 |
| Budget: | 4446 |

Key Deliverables:

1. To deliver the day to day actions that lead to the billing of Council Tax and Business Rates including Occupations/Vacations of properties, Discounts/Exemptions, Billing Processes (including reminders), assisting with summonses, account balancing and write-offs
2. To maximise collection of Council Tax by capturing relevant information and producing accurate bills, applying relevant discounts and exemptions to cases to ensure the policies of the Council are followed and customer receive accurate bills whilst ensuring that customers receive all they are entitled to. The officer will make decisions on when to award discounts, disregards and exemptions following the relevant legislation
3. Using the Council's computerised systems to make decisions on all aspects of Council Tax accounts, whilst Interpreting legislation and applying case law to ensure correct liability is determined.
4. Dealing with queries relating to recovery of monies from debtors, or from legal representatives, internal departments or any other persons acting for them by telephone, in person or in writing. This will include negotiating payment arrangements having considered the customers individual circumstances and relevant legislation.
5. Respond to phone, e-mail and face to face enquiries from customers, including homeowners, tenants, landlords, other local authorities, advice agencies and Council departments, using current Council Tax and Benefit policies and associated legislation
6. Work with colleagues across the council to provide excellent customer service - whilst the postholder works the Revenues and Benefits area, they will interact with colleagues and customers across a range of council services and will be flexible in their approach - for example at times of peak workload.
7. Assist customers in the Council Tax and Benefit application process, i.e. on-line claims and encourage the increased use of electronic channels with customers including the customer portal
8. Collate, scan and index information, including correspondence from customers and data accurately into the Council's electronic document management system
9. Identify potentially fraudulent applications for discounts and exemptions and refer to the Team Leader.

This is intended as a guide to the range of duties involved and other duties may be required from time to time as priorities change and evolve.

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| Knowledge and Qualifications <p>The minimum knowledge required to undertake this role and any qualifications or training essential for the role</p> <p>(D) Desirable</p> | Example: <ul style="list-style-type: none"> • Good knowledge of Council Tax and Benefit legislation including billing and collection processes from initial bill to Court action • Data Protection Act 2018 knowledge |
| Experience <p>Experience the person would need to do the job</p> | Example: <ul style="list-style-type: none"> • Experience of dealing with a range of customers. • Experience of resolving issues, at first point of contact, by using excellent customer care and negotiation skills. • Experience of using Microsoft office packages, and preferably NEC and Enterprise software. |
| Skills and Abilities <p>Specific skills the applicant would need to do the job</p> | Example: <ul style="list-style-type: none"> • Ability to work with speed but to a high degree of accuracy. • Ability to interpret and make decisions by applying legislation appropriately and consistently. • Very good communication skills both written and verbal. • Use analytical skills to decide whether a claimant should apply for Universal Credit or Housing Benefit • Ability to deal with high volumes of phone calls and remain calm when dealing with challenging behaviour. • Ability to explain customer accounts over the telephone, face to face, or in writing in Plain English. |
| Decision Making and Impact on Others <p>What impact the reasons made by the post holder would have on others across the Council</p> | Example: <ul style="list-style-type: none"> • Makes and communicates clear decisions including unpopular decisions, where necessary. |

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| | <ul style="list-style-type: none"> Ensures that Council Tax is collected promptly and accurately in accordance with the relevant legislation. Takes account of the individual circumstances of the customer and uses legislative knowledge and information from a range of databases to formulate decision. |
| Communication with Internal and External Customers What customers the applicant would be in contact with in the job | Example: Predominantly external customers – high visibility with members of the public. Where is the focus of this role in their team, other teams or across the council? <ul style="list-style-type: none"> Internal customer contact = 30% External customer contact = 70% |
| Personal Attributes and Other Requirements In this section please list any other qualities you are looking for from the applicant | Example: <ul style="list-style-type: none"> Be a good team worker demonstrating loyalty and commitment to the organisation and team members. Work effectively alone and under pressure. |
| HDC values  | <p>The values outlined below reflect our collective positive attitude and how all staff are expected to work together as one team.</p> <p>Inspiring: We have genuine pride and passion for public service; doing the best we can for customers matters to us all.</p> <p>Collaborative: We achieve much more by working together, and this allows us to provide the best service for customers.</p> <p>Accountable: We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.</p> <p>Respectful: We respect people's differences and are considerate to their needs.</p> |

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| | Enterprising: We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them. |
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Safeguarding and promoting the welfare of children and young people/vulnerable adults

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.