LONDON BOROUGH OF REDBRIDGE
ROLE DESCRIPTION AND PERSON SPECIFICATION

Role Title:	Revenues Officer – Business Rates		
Directorate:	Revenues, Benefits and Transactional Centre	**Grade:**	LBR 5
Department:	Resources	**Hours/weeks:**	36 hours/52.14 weeks
Function:	Business Rates billing, collection and recovery.	**Post number:**	PB0094, PB0317,
Team:	Revenues	**Base/location:**	Lynton House
Reports to:	Manager Business Rates and Outside Inspections		
Responsible for:	No direct line management but may be responsible for the supervision of workers, trainees and work placement staff on occasion		

Role and Context

Overall Role Purpose:

Operating as part of a team, the Business Rate service primary objective is to collect c£75m in Non Domestic Rate, Business Rate Supplement and Income for the Business Improvement Districts.

This includes

- Establish liability, update databases and ensure accurate and timely billing encouraging efficient payment method
- Accurately establish, assess and apply any reliefs, exemptions, refunds or other account adjustments to ensure databases remain accurate and current
- Answer customer correspondence via any appropriate media in a timely and accurate manner
- Ensure any action to chase recalcitrant payers is administered in accordance with prevailing procedures
- Attend court and other tribunals to aid and advise customers attending of next steps
- Administer assorted activities to recover bad debt following successful court action, decide and progress cases to the next most appropriate action to maximise successful recovery and maximise collection rates,
- Liaise with various external agencies employed to trace recover and collect debt

as directed but then on own initiative, action exception reports, to unblock cases held up or hindered within databases and workflow systems, liaise with the various teams administering Revenues and Benefits, Insolvency and Tracing specialists etc.

Role Context:

These posts are key to ensuring the Key Corporate performance indicator is achieved, the in year collection rate, by slick administration and progression of debt to the next best course of action.

Considerable liaison is required internally with colleagues in Revenues, Benefits and other stakeholders and partners.

Key Accountabilities and Result Areas	
1. Strategy and Planning	- Organise and prioritise own workload to achieve deadline and targets - Assist in developing and improving work efficiency and throughput and reducing operational cost - Aid cohesion and standardisation of one touch process throughout Revenues. - Work collaboratively with stakeholders internally and externally.
2. Operations and Support	- No direct staff responsibility but required to work within existing systems and processes whilst maintaining an enquiring outlook to aid future improvement and change. - Assist and share knowledge with colleagues throughout Revenues to ensure consistency.
3. Systems and Process Development and Improvement	- Maintain a good understanding or prevailing statute, process and procedure relevant to Local Tax liability, collection and recovery to ensure services remain dynamic and current. - Maintain a good understanding of database and workflow systems to ensure your area of responsibility remains efficient and effective. You will be required to work with colleagues and other teams to ensure progress to overall target and deadline is maintained. - Seek to achieve automation of processes and encourage customer self-service whenever possible. - Aware of overall annual timetables and targets to ensure reviews, exception reports, recovery processes are achieved
4. Communication Partnership	- Customers and customers agents/solicitors - Key external contacts are Enforcement Agents, various tracing companies/partners, Insolvency Practitioners, Land Registry, Companies House, UK Home Office Border Agency, Hospitals, Care Homes, GP Surgeries, Universities, Schools, Prisons, Foreign Office, Court Services, National Warrants, MP's/Councillors, Other local authorities, Official Receivers, Police, Her Majesty's Revenue & Customs, Valuation Office, Valuation Tribunal, VOA, IT contractors etc - Key internal contact are IT, all Revenue and Benefit Teams, Cashiers, Income, Parking enforcement, Housing and Housing Advice, Planning, Building Control etc
5. Performance and Standards	- Adhere to prevailing statutory requirements and internal operational processes and procedures, - Maintain a professional approach in all dealings with customers and stakeholders - Achieve operational performance levels regarding response times, quality assurance and output at all times - Work in a cooperative and collaborative manner with colleagues and stakeholders at all times
Key Performance Outcomes	- Monthly data is compiled specifically to monitor collection rates for all years, cost income, budget spend and inputs and output totals. These are key to improve performance generally and are the golden thread for Revenues staff and form the basic KPI targets. - Daily output and quality standards are achieved, - Database exception reports, selection list and general workflow are cleared/operated to maximise taxbase and cashflow at all times, these will have specific targets set at the time to ensure procedures dovetail accurately, - Stakeholder and contractor communication and monitoring is also key to ensure all partners records and expectation is understood and synchronised, - Customers service standards and response times are met or exceeded.
6. Resource Management	- Ensure knowledge and skills remain current to maximise database accuracy and ensure good customer service and cashflow at all times, - Ensure customer data, databases and records are only used for legitimate purposes and not divulged to anyone not entitled, - Communicate ideas and process improvements in your area of expertise to aid and improve efficient one touch workflow and maximise customer self-service, - Plan to ensure peaks and troughs in workload are communicated and minimised where possible, - Maintain your learning and development record and contribute to 121s and PDRs to aid service improvement and efficiency, - Act as an early warning to management where slippage is identified re any KPI's,
Corporate Accountabilities	All employees of the Council should undertake and conduct their work with due regard to the corporate accountabilities. These include responsibilities for outcomes regarding Equality, Conduct & Behaviour, Health & Safety, Data Protection, Safeguarding and Customer Care.
Flexibility	The key responsibilities and duties of the role are neither exclusive nor exhaustive. All workers are expected to operate flexibly to support delivery of services and from time to time will be required to undertake responsibilities outside the normal remit of role description as required by the line manager, which are broadly commensurate with the job level and scope of competence.

Person Specification – Revenues Officer – Business Rates			
Knowledge & Experience	*Method of candidate assessment: A = Application form I = Interview T = Test* Weighting 3 = Essential; 2=Desirable	A - I - T	Weighting
Statutory or Mandatory qualifications:	• Maths and English GCSE/equivalent grade C pass is the minimum requirement	A	2
Educational Ability			
Key Subject or Content Areas (inc: Desirable Qualifications)	Desirable: • IRRV Level 3 Certificate Revenues and Welfare Benefits or • IRRV Level 3 Certificate Business Rates	 A A	 2 2
Knowledge / Experience e.g. Project Management	• Excellent written and verbal communication skills are essential • Ability to use a computerised business rates system and software applications within a Windows environment. • Experience of working in a Business Rate environment • Demonstrable knowledge of current Business Rate issues • Excellent and proven skills in Microsoft Office applications, particularly Excel, Word, and other analytical tools	A,T A A I T	3 2 2 2 3
Skills / Abilities	Detail of skill / ability requirement • Demonstrable ability to present sometime complex financial or legislative information in a simple, logical and clear manner via a variety of media • Ability to make decisions, co-ordinate, plan and prioritise workload with minimal supervision • Ability to work to targets and tight deadlines is essential as is the need to work flexibly and as part of a team • Ability to prepare management and financial information • Demonstrate ability to be resilient and adaptable to change • Excellent organisational skill and the ability to work on own initiative • Confident communicator able to represent the team/authority to internal and external stakeholders as required • Take action and adapt to rising needs of the service where service standards may slip.	 I I I I I I I I I	 3 3 3 3 3 3 3 3
Corporate Behaviours	• The Council has a set of behaviours that all employees are expected to deliver in the performance of their role. The behaviour framework can be found on the Councils internet page, and these should be reflected in your application and the way you work. As part of an individual's personal development Redbridge expects employees of all levels to be continuously developing these core behaviours.	I	3
Effective and Collaborative Team Working	• To take responsibility for personal development and actively participate in all learning and development. • To participate in the ongoing development, implementation and monitoring of service plans. • To support and contribute to value for money, service efficiency and improvement.	I I I	2 2 2

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