



## Job Description

Service:	Revenues and Benefits
Job title:	Senior Council Tax Officer
Grade:	E
Hours of work:	37
Responsible to:	Council Tax Team Leader
Responsible for	
Direct reports:	0
Indirect reports:	4
Budget:	n/a



**Purpose of Post:**

To deliver the day-to-day operational activities required for the accurate and timely billing of Council Tax and Business Rates. This includes processing occupations and vacations of properties, administering discounts and exemptions, completing billing processes (including the issuing of reminders), assisting with summons preparation, and undertaking account balancing and write-off tasks.

The postholder will also provide support to Local Taxation Officers by offering guidance and assistance on complex cases and queries, ensuring high standards of accuracy, compliance and customer service across all aspects of local taxation.

### Key Deliverables:

1. Maximise collection of Council Tax, capturing information and producing accurate bills.
2. Applying discounts and exemptions to ensure that customers receive what they are entitled to, by interpreting legislation and applying where appropriate.
3. Ensuring effective financial reconciliation between the Revenues systems and the Council's financial systems, including the identification, reporting and resolution of any discrepancies.
4. Administer the BACS processing function for the Revenues team, ensuring that all Direct Debit collections are delivered in full compliance with BACS regulations and operational requirements.
5. To carry out adjustments to the revenues system to process irrecoverable debts
6. To act as an effective team member by providing support and assistance when needed on matters that require more technical skills or knowledge. Collaborate with colleagues across the service to provide a holistic service. Whilst the post holder works in a specialist area, they will interact with colleagues and customers across a range of services and will be flexible in their approach - for example, at times of peak workload or when covering staff absences.
7. Create and maintain customer records accurately, ensuring relevant information is obtained and recorded to aid decision-making, in line with relevant legislation and case law.
8. To deal with any issues relating to billing of Council Tax from Council Tax payers, legal representatives or any other person acting for them by telephone, in person or in writing.
9. Liaise with other sections/departments of the Council, external organisations and customers as appropriate to collect outstanding monies and resolve queries in accordance with the Data Protection Act 2018.
10. Respond to queries and requests from customers via a variety of sources in a professional and informative manner.
11. Provide advice and guidance to customers on topics such as budgeting and availability of welfare benefits, and signpost to relevant teams and agencies that are able to provide more specialist support such as the RAI Team, national and local debt advice and support agencies, etc.
12. Be proactive in the prevention and detection of fraud, ensuring irregularities are referred for investigation.
13. Keep up to date with changes in legislation and best practice by undertaking training, personal reading and making use of networks and forums as required.
14. Provide training on own role to colleagues as directed by Team Leader.
15. Identify opportunities to improve and enhance service delivery, and work with Team Leaders and Managers to implement changes.

<p><b>Knowledge and Qualifications</b></p> <p>The minimum knowledge required to undertake this role and any qualifications or training essential for the role</p>	<ul style="list-style-type: none"> <li>• Knowledge of Council Tax Legislation. (E)</li> <li>• Makes and communicates clear decisions. (E)</li> <li>• Excellent telephone technique, and ability to communicate with all taxpayers whatever their circumstances or difficulties. (Equal Opportunities Awareness). (E)</li> <li>• Negotiation skill and able to deal with upset or angry customers (E)</li> <li>• 5 GCSEs grade C or above (or equivalent) including maths and English and relevant work experience. (E)</li> <li>• Ability to explain customer accounts over the telephone, face to face, or in writing, requiring sound arithmetic skills coupled with tact and diplomacy. (E)</li> <li>• An excellent and knowledgeable team worker capable of multi-tasking and working to deadlines. This also requires a high degree of accuracy – not speed alone. (E)</li> <li>• Knowledge of the NEC Revenues and Benefits systems would be advantageous. (D)</li> </ul>
<p><b>Experience</b></p> <p>Experience the person would need to do the job</p>	<ul style="list-style-type: none"> <li>• Experience of dealing with customers who may be angry or upset. (E)</li> <li>• Demonstrable experience of working effectively as part of a team. (E)</li> <li>• An understanding of the legislative frameworks and key issues relating to billing collection of Council Tax. (E)</li> <li>• Demonstrable experience of dealing with a variety of customers. (E)</li> </ul>
<p><b>Skills and Abilities</b></p> <p>Specific skills the applicant would need to do the job</p>	<ul style="list-style-type: none"> <li>• Good IT skills, with ability to use MS Office products and able to construct written responses to customers that are clear and concise. (E)</li> <li>• Able to deal with customers on the phone and to provide excellent customer service. (E)</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensures the effective and efficient use of time and resources. (E)</li> <li>• Effective time management skills. (E)</li> <li>• Clear and Concise written and spoken communication skills. (E)</li> <li>• Ability to work collaboratively with internal and external stakeholders. (E)</li> </ul>
<p><b>Decision Making and Impact on Others</b></p> <p>What impact the reasons made by the post holder would have on others across the Council</p>	<ul style="list-style-type: none"> <li>• Makes and communicates clear decisions. (E)</li> <li>• Makes effective decisions under time pressure. (E)</li> <li>• Balances risks and benefits of various options and decisions. (E)</li> <li>• Makes unpopular decisions where necessary. (E)</li> <li>• Considers all relevant data when making decisions. (E)</li> <li>• Takes responsibility for the outcomes and impact of their decisions. (E)</li> <li>• Is able to present their case persuasively and concisely. (E)</li> <li>• Includes financial factors in their analysis and decision making. (E)</li> <li>• Sets clear direction for others e.g. staff, customers, volunteers, contractors. (E)</li> </ul>
<p><b>Communication with Internal and External Customers</b></p> <p>What customers the applicant would be in contact with in the job</p>	<ul style="list-style-type: none"> <li>• Predominantly external customers – high visibility with members of the public.</li> <li>• Where is the focus of this role in their team, other teams or across the council:</li> <li>• External customer contact 70%</li> <li>• Internal customer contact 30%</li> </ul>
<p><b>Personal Attributes and Other Requirements</b></p> <p>In this section, please list any other qualities you are looking for from the applicant</p>	<ul style="list-style-type: none"> <li>• Promotes and demonstrates continual improvement. (E)</li> <li>• Seeks new ideas. (E)</li> <li>• Finds ways to turn their own or others' ideas into action. (E)</li> <li>• Shares innovative practice with others. (E)</li> <li>• Is prepared to adapt their approach to overcome obstacles. (E)</li> </ul>

	<ul style="list-style-type: none"> <li>• Responds constructively to a change in agenda or priorities. (E)</li> <li>• Revisits their decisions when presented with new information. (E)</li> <li>• Is prepared to adjust their interpersonal style to respond to the needs or preferences of others and the situation. (E)</li> <li>• Re-prioritises appropriately when faced with a change in requirements. (E)</li> <li>• Identifies opportunities to make the organisation more competitive, efficient, and profitable. (E)</li> </ul>
<p><b>HDC values</b></p> 	<p><b>Example:</b> The values outlined below reflect our collective positive attitude and how all staff is expected to work together as one team.</p> <p><b>Inspiring:</b> We have genuine pride and passion for public service; doing the best we can for customers matters to us all.</p> <p><b>Collaborative:</b> We achieve much more by working together, and this allows us to provide the best service for customers.</p> <p><b>Accountable:</b> We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.</p> <p><b>Respectful:</b> We respect people’s differences and are considerate to their needs.</p> <p><b>Enterprising:</b> 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.</p>

**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.



- Ability to safeguard and promote the welfare of young people and vulnerable adults.
- Demonstrates understanding of safeguarding issues.
- Appreciates the significance of safeguarding and interprets this accurately for all individual of young people/vulnerable adults whatever their life circumstances.
- Has a good understanding of the Safeguarding agenda.
- Can demonstrate an ability to contribute towards a safe environment.
- Is up to date with legislation and current events.
- Can demonstrate how she/he has promoted 'best practice'.