**Job Description A logo on a white background

Description automatically generated**

**Council Tax Officer (Ref:001300)**

**Reports to: Council Tax Team Leader**

**Responsible for - Directly: None**

**Total staff managed: None**

**Working environment: Hybrid**

**Working hours: Full Time 25 hrs – 5 days a week**

**Permanent/Fixed Term Permanent**

**Purpose of role**

To carry out duties and responsibilities covering all aspects of the work in relation to the administration and collection of Council Tax including Council Tax Reductions.

**Key result areas:**

* Contributing to the performance of the Council Tax billing team and the meeting of targets set within Service Plans
* Handling all enquiries appropriately and within timescales set by the Councils Customer Service Charter
* Ensuring the collection of all duties is compliant with legislation, policies and guidance.
* To ensure that all requirements of the General Data Protection Regulations, Freedom of Information Act and Health and Safety at Work Act are met.

**Main responsibilities**

* To carry out day-to-day administration as instructed for Council Tax including Council Tax Reductions.
* To maintain an up-to-date knowledge of relevant legislation necessary to carry out this work.
* To deal with enquiries from the public either in writing, emails, over the telephone or in person including discounts, exemptions, and reductions, making arrangements for payment and giving advice regarding liabilities and recovery action to maximise collection. To promote direct debit and automated payment methods.
* To take credit / debit card payments and direct debit account details over the telephone in order to set up paperless direct debit. Created/Revised by: Stuart Brabben January 2020 Evaluated:

• To take details from customers and make decisions e.g. offers of repayment, income and employment details when necessary.

• To ensure that all aspects of the work are carried out according to laid down work timetables and deadlines.

• To provide a good level of customer care and deal with customers in a polite, sensitive but firm manner in accordance with the Councils’ Code of Practice.

• To action refunds in a timely manner where appropriate.

• To liaise with other staff, sections, departments, and outside bodies.

• To operate information technology as necessary.

• To help compile statistics and management information

• To attend seminars, training sessions and working parties as necessary.

• To ensure that all requirements of the Data Protection Act, Freedom of Information Act and Health and Safety at Work Act are met.

• To undertake any other duties consistent with those listed above and appropriate to the title and grade of the post. The post holder must be prepared to interchange with staff on the same salary grade within the Service.

**The above may change subject to consultation with the post holder.**

**This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.**

**Person Specification**

1. **Experience/ Knowledge**

**Essential**

1.1 Numerate and literate to levels indicated by four GCSE passes at grade C including English and Maths

1.2 A proven ability of undertaking work in Council Tax

1.3 A proven ability of communicating effectively with the public over the telephone, face to face or in writing.

1.4 Competent in Microsoft Office applications

1.5 A proven ability of using computerised Revenue and Benefits IT system, preferably Civica Open Revenues.

**Desirable**

1.6 A proven ability of using a document management system, preferably the Civica system.

1. **Qualifications & Skills**

2.1 A working knowledge of understanding relevant legislation, guidance and codes of practice.

**3. Competencies**

**Essential**

3.1 Keyboard skills

3.2 Ability to understand relevant legislation and associated working procedures.

3.3 Good written and verbal communication skills.

3.4 Professional skills including an ability to maintain confidentiality.

3.5 Good written and verbal communication skills.

3.6 Professional approach to advise and guide others.

3.7 Works with a minimum of supervision as part of a team and within recognised procedures

3.8 Works to tight deadlines with a flexible attitude to ensure targets and deadlines are met and maintained.

3.9 Deals with interruptions

3.10 Enthusiastic about new initiatives and keen to be involved.

3.11 Deals with vulnerable and abusive customers

3.12 Advises colleagues on the application of the law, policies and procedures and Revenue IT systems in appropriate circumstances.

3.13 Care and precision in data entry into manual and IT systems as required.

**Desirable**

3.14 A proven ability to respond to problems.

3.15 A proven ability of dealing with people effectively at different levels and from different organisations.

**4. Personal Qualities and Attributes**

4.1. Self-awareness

4.2. Openness and honesty

4.3. Personal resilience

4.4. Ability to work under pressure.

4.5. Fairness and consistency

4.6. Highly developed political acumen and astuteness

4.7. Approachable, empathetic with good listening skills

4.8. Thorough, accurate, analytical and have good judgement.

4.9. Courteous and considerate in dealing with people.

5. **Behaviours**

* 1. Effective and open communication
  2. Work together
  3. Taking Personal Responsibility
  4. Putting Great Yarmouth first
  5. Respecting others
  6. Embracing change

6.1 Trust and Respect

6.2 Communicate and Connect

6.3 Lead and Inspire

6.4 Ownership and Accountability