

Northumberland County Council
JOB DESCRIPTION

Post Title: Council Tax Officer	Director/Service/Sector Finance Group/ Financial Services/ Revenues and Benefits		Office Use
Band: 5	Workplace:		JE ref: 281
Responsible to: Council Tax Team Leader	Date: January 2010	Manager Level:	HRMS ref: FS4.1.1.2.1
Job Purpose: The administration and maintenance of council tax records in accordance with legislation and council policy, using the council's revenues software application; and the prompt and accurate billing of council tax payers.			
Resources	Staff	None	
	Finance	Day to day monitoring of council tax budget (very large budget) and the issuing of Council Tax bills	
	Physical	Operate the Revenues IT system and document management system	
	Clients	Council Tax payers and customer services	
Duties and key result areas:			
1. To assist the Council Tax Team Leader in Council Tax billing and ensure an efficient and effective standard of service is provided 2. Exchanging orally and in writing complex and contentious information with a range of audiences, including non specialists and assisting in the compilation of council tax payments and claims. 3. Establish chargeable occupation and liability and issue council tax bills accordingly. 4. To deal with members of the public and taxpayers in Council Tax liability matters 5. Apply discounts and exemptions accurately 6. Act promptly on information received to process any changes 7. Actively assist in the development of policies and procedures and service plans and make suggestions for continuous improvement to ensure high quality services are delivered 8. To participate in Team Meetings and service reviews where appropriate. 9. Provide advice and information to council tax payers and other external and internal customers on all aspects of council tax 10. Process Direct Debits and BACS returns for unpaid direct debits and advise council tax payers accordingly 11. Identify write offs for approval by the revenues manager 12. Calculate and process cash transfers between council tax accounts/debtors/rents/NNDR as appropriate 13. Process council tax refunds 14. Submit reports to the valuation office for alterations to the council tax valuation list 15. Attend meetings and training courses as required 16. Assist in project work where required and keep up to date with changing legislation. 17. Ensure output of work is in line with service standards and data protection principles. 18. Adopt effective and constructive relationships with colleagues and external contacts to promote effective partnership working for the delivery of high quality services.			
The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.			
Work Arrangements			
Transport requirements:	None		
Working patterns:	Flexible		
Working conditions:			

Northumberland County Council
PERSON SPECIFICATION

Post Title: Council Tax Officer	Director/Service/Sector Finance Group/ Financial Services/ Revenues and Benefits	Ref: 281 FS4.1.1.2.1
Essential	Desirable	Assess by
Knowledge and Qualifications		
• 4 GCSE's or equivalent inc Maths and English • Knowledge of the Local Government Finance Act 1992 and associated Statutory Instruments • Awareness and commitment to proactive customer care • Awareness of the Data Protection Act • Awareness of best practise in service delivery • Awareness of practical and procedural issues relating to the service	• IRRV (technician) • Evidence of personal development	(a)
Experience		
• Clerical/administrative experience. • Experience of being part of a team • Experience of operating computerised systems • Desire of providing effective customer care • Experience of dealing effectively with others	• Experience of working in a Revenues Section in a local authority	(a) (i) (r)
Skills and competencies		
• Excellent communication skills both written and verbal • Good Listening skills • Ability to work to deadlines • Ability to work as part of a team • High degree of confidentiality required • Ability to keep accurate computerised and written records and reports of action taken • Organisational and time management skills • Diplomacy, tact, influencing and negotiating skills • Ability to remain calm and logical in difficult circumstances	• ECDL	(a) (i) (r)
Physical, mental and emotional demands		
• Ability to work on own initiative • The job required general awareness and sensory attention with lengthy periods of concentrated mental attention • Must be punctual and reliable • Able to deal confidently with a full range of requests and respond in a mature and courteous manner in sometimes difficult situations		(a) (i) (r)
Other		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits