

JOB DESCRIPTION

Post Title: Business Rates Specialist (NNDR) Officer		Director/Service/Sector: Finance Group/ Financial Services/ Revenues and Benefits		Office Use	
Grade: Band 6		Workplace: County Hall			JE ref: 4236
Responsible to: Revenues Manager		Date: June 2022		HRMS ref:	
Job Purpose: To support the NNDR Manager to ensure that the day to day administration and collection of National Non Domestic Rates is conducted effectively and efficiently in accordance with all legislative requirements. To advise and support the team on all matters relating to NNDR.					
Resources		Staff			
		To support BR Manager by providing support on specialist areas to the NNDR Team			
		Finance			
		Responsible for assisting in collecting, managing and reporting on business rates with budgeted annual income target			
		Physical			
		Office equipment			
		Clients			
		Assist with the development of policies and procedures for NNDR payer. Respond to any complaints and deal with client issues escalated by the team			
Duties and key result areas:					
1. To assist the Business Rates Team Leader in the billing, collection and enforcement of business rates and ensure an efficient and effective standard of service is provided. 2. Support the Business Rates Team Leader by undertaking project work as required, including work to identify the potential impacts of new schemes or discounts. 3. To support the development of the team by providing guidance and mentoring to less experienced staff 4. To deputise and provide cover for the Business Rates Team leader 5. Exchanging orally and in writing complex and contentious information with a range of audiences, including non-specialists and assisting in the compilation of business rates queries and claims. 6. To offer advice regarding availability of reliefs available to customers. 7. To deal with members of the public, ratepayers, businesses and agents in all business rates matters where required. 8. To attend the Magistrates Court where required. 9. Liaise with the Valuation Office. 10. 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 11. To provide data and statistics from the Northgate system when required 12. To keep abreast of any changes in legislation and its potential impact (and provide summaries of Business Rate Information Letters to staff where required). 13. To perform any aspect of the Business Rates Officer role when required by Senior Management during peak times 14. To provide advice to managers on quality issues affecting work to inform training and personal development plans. 15. Ensure own and team output is in line with service standards and data protection principles. 16. To advise on complex specialist areas of NNDR including small business rate relief , BIDS, transitional relief , charitable relief , revaluations, splits and mergers, part occupation and reconciliation of the valuation list.					

17. To support the timely review of reliefs that are awarded.
18. To take action in accordance with the recovery timetable against ratepayers who default with their payments up to the point of reminder.
19. To deal with members of the public, ratepayers, businesses and agents in all matters relating to business rates. To act as a point of escalation for the team when dealing with complex cases or difficult clients.
20. Assist in the recruitment of staff where required.
21. Assist with setting team objectives and targets as part of the business planning process and take corrective action to resolve performance issues where necessary
22. Participate in meetings and service reviews with managers and other sections and external bodies as required.

Work Arrangements	
Transport requirements: Working patterns: Working conditions:	

Northumberland County Council
PERSON SPECIFICATION

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Essential	Desirable	Assessed By
Knowledge and Qualifications		
• 4 GCSE's or equivalent inc Maths and English • In depth knowledge of the Local Government Finance Act 1988 and associated Statutory Instruments • IRRV qualification or similar by experience • In-depth knowledge of NNDR and the main operational, procedural and practical issues relating to the service • Awareness and commitment to proactive customer care • Awareness of the Data Protection Act • Working knowledge of best practice in service delivery	• IRRV (technician) • Evidence of ongoing personal development	(a) (i)
Experience		
• Clerical/administrative experience. • Experience of being part of a team • Experience of dealing effectively with others • Experience of working with a Business Rate or Revenues Section within a local authority • Experience of operating with back-office and other systems	• Experience of collaborative working • Experience of building partnerships • Experience of Northgate Revenues & Benefits system • Experience of a document management system • Supervisory experience in a Local Authority • Experience in applying relevant supervisory methods, tools and techniques	(a) (i) (a) (i)
Skills and competencies		
• Excellent communication skills both written and verbal • Well-developed IT skills • Good Listening skills • Ability to work to deadlines • Ability to work as part of a team • High degree of confidentiality required • Organisational and time management skills • Must be numerate and able to understand reason with complex business related statistics • Apply a methodical approach to problem solving	• Experience of using Business Objects software • Microsoft Office (Excel, Word, Powerpoint)	(a) (i)

• Ability to remain calm and logical in stressful and difficult situations • Ability to work on own initiative to overcome day to day operational problems • Help create a positive work culture in which diverse, individual contributions and perspectives are valued • Proactive and achievement orientated		(a) (i)
Physical, mental and emotional demands		
• 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)
Other		
		(a)

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