

JOB OUTLINE

Directorate: Customer Services		Section: Revenues & Benefits (Shared Services) Business Rates
Post No: CURV03013	Designation: Revenues Apprentice (Business Rates)	Grade

Purpose of Job:

Assist in the administration and collection of National Non Domestic Rates (Business Rates) using an on-line computer database.

Main Duties/Responsibilities:

- To report to the Business Rates Manager.
- To be conversant with regulations regarding National Non-Domestic Rates (NNDR), working as part of a team administering recovery procedures to maximise collection rates, dealing with correspondence relating to Business Rates, including changes of occupation, payment arrangements and other billing and collection matters.
- Verify and process applications for exemptions and reliefs for Business Rates.
- Deal with information from other sections/departments which affect liability for Non-Domestic Rates.
- Prepare and maintain NNDR cases for committal action and maintain the Authority's committal database when required.
- Attend Magistrates' Court to assist customers in making payment arrangements prior to the Court hearing, and provide clerical support for the Recovery Officer as and when required
- Deal with specified exception reports from the computer systems relating to Non-Domestic Rates.
- Process schedules of alterations to assist in maintaining an accurate and up to date Rating List base, liaising as necessary with the Valuation Office.
- Assist in any ad-hoc reviews of reliefs and exemptions in relation to National Non-Domestic Rates.
- Ensure that all procedures are carried out and information given to the public is in accordance with current legislation, regulations and council policy, with particular emphasis on customer care.
- To deal with members of the public by telephone, correspondence and face to face as required.
- Actively contribute towards the requirements, standards and targets laid down by the Corporate Plan, the Service Business Plan and individual Team Key Work and Performance Objectives.
- To ensure that any matters restricting the quality of service provided are reported to Senior Officers.
- To attend meetings relevant to Non-Domestic rates as required or where directed by senior managers.
- To assist with relevant projects where directed by senior officers.
- To undertake professional training to meet business needs and/or as legislation changes, and provide advice and guidance to other officers as required.
- To liaise with the ICT section, system support and external suppliers as required.
- To take action to reduce fraud and rate avoidance, working with the Corporate Fraud Team.
- To ensure that information is secure at all times.
- Participate in the Authority's performance development review process.

- Ensure compliance with Health & Safety policies and Data Protection and Freedom of Information Act principles.
- Ensure that services are delivered in a manner that maximises equality of opportunity and extends availability and accessibility to all sections of the community.
- To fulfil upon request any task reasonably requested of him / her and falling within the range of his / her expertise.

This job description is current at the date shown below. In consultation with you it is liable to variation by management to reflect, or anticipate changes in, or to, the job.

The Council takes pride in offering equality of opportunity in employment and service provision. It also has a statutory duty to promote equality and all employees must be aware of that duty and work to the Council's equality standard.

In addition, other duties at the same level of responsibility may be allocated at any time

Date Produced: July 2021

Position in Departmental Structure:-

