

**CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL  
JOB PROFILE**

<b>DEPARTMENT: Corporate Resources</b>	<b>SERVICE GROUP: Revenues, Benefits and Customer Services</b>
<b>POST TITLE: Council Tax Officer</b>	<b>REPORTS TO: Section Leader –Council Tax</b>
<b>GRADE: band 7</b>	<b>SAP POSITION NUMBER :</b>

The following information is furnished to help Council staff and those people considering joining the City of Bradford Metropolitan District Council to understand and appreciate the general work content of their post and the role they are to play in the organisation. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.

As a candidate you will be expected to demonstrate your ability to meet the special knowledge, experience and qualifications required for the role by providing evidence in the application form for the purpose of short listing. Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column of this section.

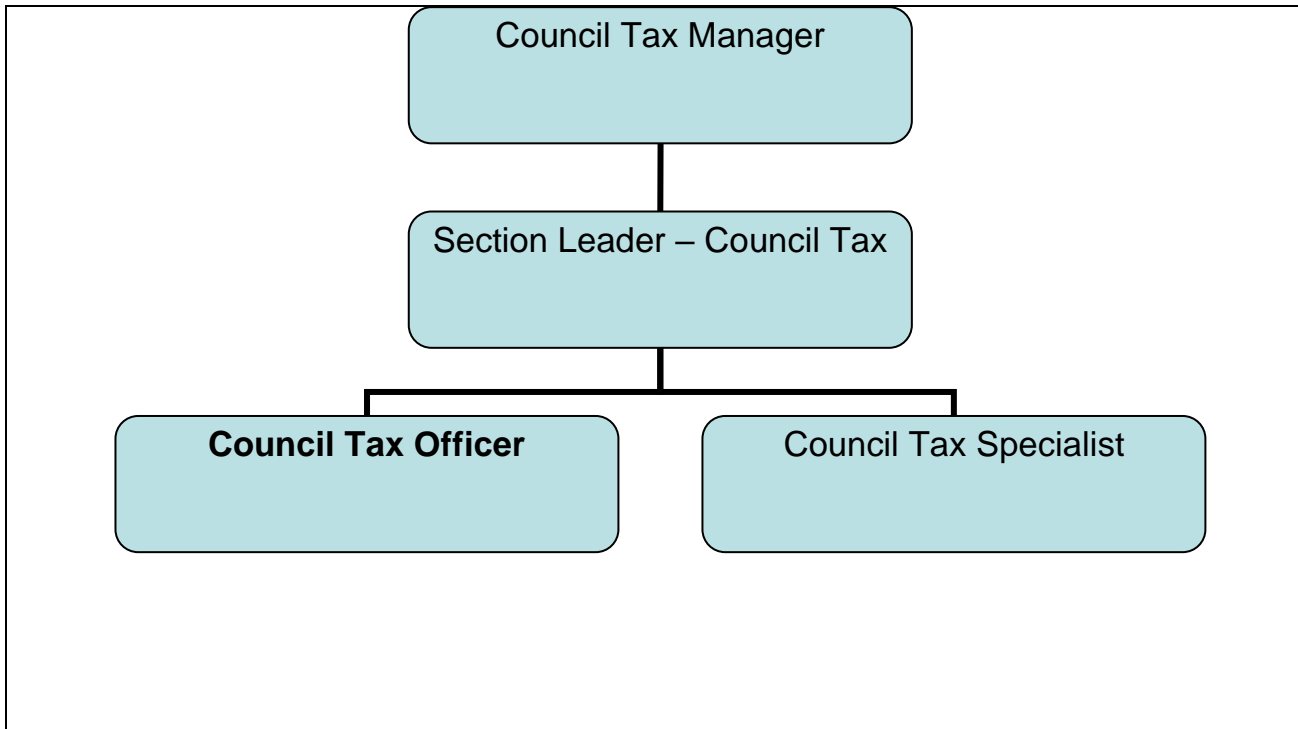
The employee competencies are the minimum standard of behaviour expected by the Council of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.

Both sets of competencies will be used at interview stage and will not be used for short listing purposes.

<b>Key Purpose of Post:</b>
To bill and collect Council Tax accounts from approx. 220,000 properties with a liability of approx. £260 million. This includes establishing liability, exemptions and discounts for both occupied and empty properties, and making arrangements for payment and deciding on appropriate recovery action if required payments are not made. The role involves a high level of public contact, primarily by telephone but can include face to face.
<b>Main Responsibilities of Post:</b>
<ol style="list-style-type: none"> <li>1. To ensure that individual Council Tax accounts are administered, collected and recovered in accordance with relevant, legislation, Council and Government Policy, Quality and Performance standards as prescribed by the Service and /or the Council.</li> <li>2. To provide Council Tax services to customers and other parties on behalf of Bradford Council, communicating often complex and detailed information on the phone, face to face or by written communications, paying particular regard to any issues of vulnerability.</li> </ol>

3. To ensure that an accurate council tax database is maintained with regard to both occupied and empty properties and ensuring that any discounts or exemptions are applied correctly and reviewed appropriately.
4. To make non statutory arrangements for payment following current working practices using available information, experience and discretion. To process payments from taxpayers using appropriate means, eg: debit card, direct debit, attachment of earnings/benefits.
5. To make timely decisions as to the appropriate collection/recovery tool for individual accounts and to access, apply and quote relevant regulations and /or legislation in all decisions, paying particular regard to any issues of vulnerability.
6. To promote and maximise the take up of discounts, allowances and concessions as required.
7. To promote digital contact and payment methods and ensure that valid contact details are verified and/or collected from taxpayers at every interaction.
8. Delegated authority to authorise the write off of debt in accordance with Council standing orders, and also process refunds of overpaid accounts within Service guidelines.
9. Ensure effective liaison and dialogue with the public, Revenues, Benefits & Payroll colleagues, other Council Departments and Services, Voluntary Organisations and Advice / Community Centres, Her Majesty's Court & Tribunal Service, Enforcement Agents, Department for Work & Pensions, Landlords and Agents and Employers.
10. Assist in the instruction and on the job training of staff which may involve individual development training and support with new or less experienced members of staff
11. To have access to personal, confidential and/or sensitive information and be able to process this information as legally required, and if necessary communicate to relevant parties.
12. Identify and suggest improvements to processes and procedures and assist in the review and design of relevant documents, letters and processes as required.
13. Ensure that any suspicions of irregular or fraudulent claims or accounts are promptly referred to the Corporate Investigations Team.
14. To carry out other duties, as required, which are reasonable in terms of the nature and level of the post.

**Structure:**



Special Knowledge Requirement. Will be used for short listing.	
	Essential
<b>Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column.</b>	
Due to the Governments fluency in English Duty for posts where employees speak directly to members of the public the post holder is required to meet the Advanced Threshold level which will be implemented where the post requires a greater level of sensitive interaction with the public,( e.g. in children’s centres) – where the person is able to demonstrate that they can during the interview’s a)can express themselves fluently and spontaneously , almost effortlessly b)Only the requirement to explain difficult concepts simply hinders a natural smooth flow of language <b>If this applies to the post you are recruiting to do not remove it</b>	
Knows and understands how to use, interpret, handle and communicate, often complex and detailed information, and relay it to service users/stakeholders in writing and/or over the telephone / face to face.	x
Ability to question/challenge to gather information to support the collection of monies.	x
Ability to adopt a process of continual improvement and suggest ways of working more efficiently and effectively to improve service delivery.	
Able to demonstrate a high level of numeracy, literacy and accuracy across a range of activities	x
Able to cope with difficult and stressful situations and diffuse potentially confrontational situations.	x
Able to demonstrate an understanding of the Councils Counter Fraud Policy and Strategy.	
Able to use sensitivity and discretion when dealing with issues of a confidential nature.	

Carries out a variety of working practices, applies complex regulations, rules, procedures and processes across a technical /specialist area	x
Uses a range of complex IT packages	x

<b>Relevant experience requirement:</b>		
5 GCSE's (including Maths and English) at level 4 or above (e.g. A to C) or equivalent <b>OR</b> Experience in a workplace using computer systems, where customer contact was a significant and regular feature.		
<b>Relevant professional qualifications requirement:</b>		
5 GCSE's (including Maths and English) at level 4 or above (e.g. A to C) or equivalent <b>OR</b> Experience in a workplace using computer systems, where customer contact was a significant and regular feature		
<b>Core Employee competencies</b>		
<b>Carries Out Performance Management</b>		
Covers the employee's capacity to manage their workload and carry out a number of specific tasks accurately and to a high standard.		
<b>Communicates Effectively</b>		
Covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships; giving advice and guidance; counselling, negotiating and persuading and handling private, confidential and sensitive information.		
<b>Carries Out Effective Decision Making</b>		
Covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self effectiveness and any requirements to quality check work.		
<b>Undertakes Structured Problem Solving Activity</b>		
Covers a range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking; developing practical solutions; applying problem solving strategies and managing interpersonal relationships.		
<b>Operates with Dignity and Respect</b>		
Covers promoting equality, treating all people fairly and with dignity and respect, maintains impartiality/fairness with all people, is aware of the barriers people face.		
<b>Working Conditions:</b>		
Must be able to work as determined by contracted hours, work location and the needs of the service.		
Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions.		
<b>Special Conditions:</b>		
A Disclosure check will be carried out as part of the recruitment process		
<b>Compiled by:</b> JOC	<b>Grade Assessment Date:</b>	<b>Post Grade:</b>

<b>Date: June 2021</b>		
<b>For HR use only</b>	<b>SAP Input Date</b>	<b>Name of Data Inputter</b>