

CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL JOB PROFILE

DEPARTMENT: Corporate Resources	SERVICE GROUP: Revenues, Benefits and Customer Services
POST TITLE: Business Rates Officer	REPORTS TO: Section Leader - Business Rates Account Management
GRADE: Band 7	SAP POSITION NUMBER:

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.

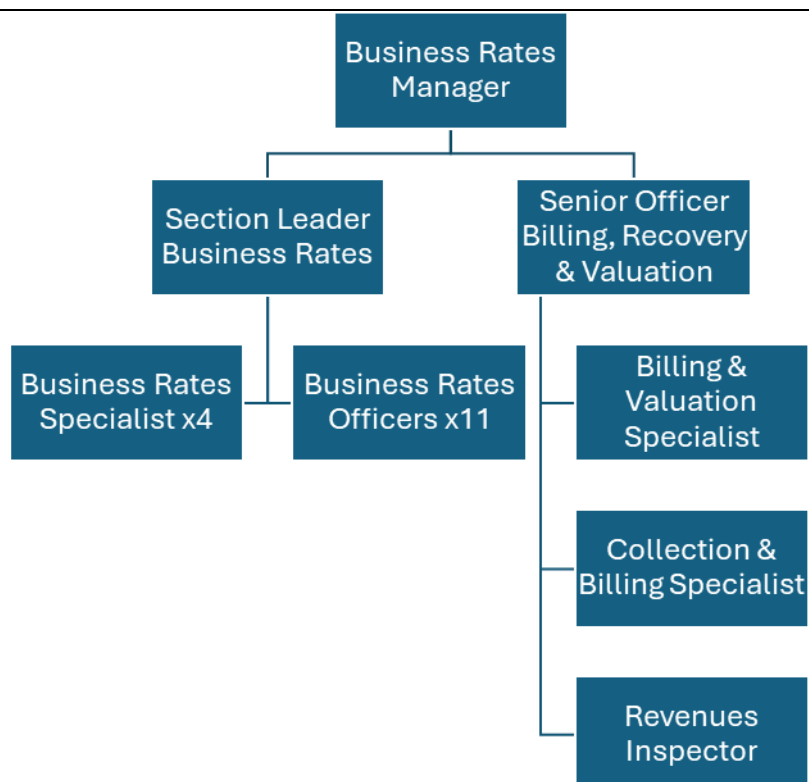
Both sets of competencies will be used at interview stage and will not be used for short listing purposes.

Key Purpose of Post:
To correctly bill, apply appropriate relief, and promptly collect individual Business Rates accounts and where necessary take and/or arrange appropriate enforcement action including compliance and referral to enforcement agents.
Both involving a high level of public contact by telephone
Main Responsibilities of Post:
<ol style="list-style-type: none">1. To make decisions within given guidelines using available information, own experience and initiative, in accordance with relevant legislation, Council and Government Policy and Quality and Performance standards as prescribed by the Service and /or the Council2. To determine liability of individuals / organisations to pay Business Rates and make arrangements within given guidelines using available information, own experience and initiative, accordingly; and only seeking advice from the Specialist

or Section Leader in cases of a complex nature.

3. To access, apply and quote relevant regulations and /or legislation in all decisions.
4. To undertake manual calculations in connection with liability work.
5. To make arrangements for payment within given guidelines using available information, own experience and initiative, ensuring that the arrangements reflect both the need to collect and the ability to pay.
6. Delegated authority to authorise the write off of debt in accordance with Council standing orders
7. To maintain and update the Council Tax & Local Rating Lists enabling accurate billing and income maximisation for the Council,
8. To process valuation work for Council Tax and Business Rates, and to assist in carrying out reviews for Revenues and Benefits administered awards, exemptions, concessions, relief's, charges and discounts requiring review, ensuring accurate and factual information is recorded and timely follow up action is taken.
9. Ensure effective liaison and dialogue with Members of the public; Business Rates payers; Revenues & Benefits employees; other Council Departments and Services; Government Departments - Valuation Office Agency - Landlords / Managing and or Rating Agents.
10. Assist in the instruction and on the job training of staff which may involve 121 training and support with new or less experienced members of staff.
11. Ensure that any suspicions of irregular or fraudulent claims or accounts are promptly referred to the Corporate Fraud Unit.
12. To have access to confidential information from a variety of sources
13. Identify and suggest improvements to processes and procedures and assist in the review and design of relevant documents, letters and processes as required.
14. Assist in the promotion and maximisation of the take up of reliefs; discounts, allowances and concessions as required.
15. 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.

Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column.

	Essential
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 If this applies to the post you are recruiting to do not remove it	x
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.	x
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	

Competency Based Job Profile

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	
Uses a range of complex IT packages	

Relevant experience requirement: Will be used for short listing
5 GCSE's (including Maths and English) or equivalent OR At least 12 months experience of working in a office environment involving public contact
Relevant professional qualifications requirement: Will be used for short listing
5 GCSE's (including Maths and English) or equivalent OR At least 12 months experience of working in a office environment involving public contact
Core Employee competencies to be used at the interview stage.
Carries Out Performance Management – covers the employees' capacity to manage their workload and carry out a number of specific tasks accurately and at a high standard.
Communicates Effectively - 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.
Carries Out Effective Decision Making - 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.
Undertakes Structured Problem Solving Activity - 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.
Operates with Dignity and Respect – 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.

Working Conditions:
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.
Must be able to work as determined by contracted hours, work location and the needs of the service.
Special Conditions:
You will be informed outline if there is a requirement for the post to have recruitment checks such as DBS, Warner Process.

Competency Based Job Profile

Compiled by: JK Date: December 2020	Grade Assessment Date: April 2023	Post Grade:
--	--	--------------------