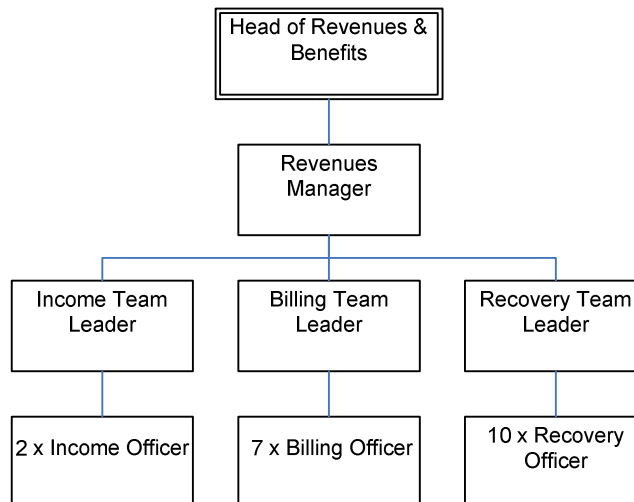


Job Description

Job Title:	Billing Officer	JE Ref:	JE225
Post Number:			
Service/ Department:	Revenues and Benefits	Section:	Revenues
Salary band:	Band 6		
Location:	You will normally be based at the Town Hall, Watford or any such other place of employment within the remit of the Revenues and Benefits Service as may be required.		
Hours per week:	37 hours per week.		
Driving licence requirement:	Not applicable		
Payment Allowance:	Inner Fringe Weighting allowance		
Responsible to:	Revenues Manager / Billing Team Leader		
Responsible for:	Not applicable		

PLACE IN ORGANISATION CHART OF DEPARTMENT:

Revenues



Purpose of Role:

- To provide a first class service to the public in the administration and collection of Council Tax.
- To assist the Billing Team Leader / Revenues Manager in implementing the relevant technologies and new ways of working in a way that meets the needs of both organisations.
- To deal with telephone and face to face enquiries from the public

Key Accountabilities:

Service Delivery

- Process information and update accounts quickly and accurately to ensure that information held in respect of individual council tax payers is correct and up to date. Determine claims for discounts, disregards, exemptions, and reliefs. Process refunds. Issue the required notices.
- Deal and respond to enquiries received by the section in person, by telephone, through correspondence or email and update accounts where appropriate.
- Undertake all duties in accordance with statutory requirements and procedures as set out in each Council's Constitution.
- Comply with individual and team targets and assist in monitoring performance.
- Maintain an up to date knowledge of procedures, regulations and systems. Assist in the maintenance of up to date procedure notes
- Action notification of new properties from planning and other relevant sources. Update the property database and raise schedules for the Valuation Office.
- Action Band Schedules received weekly and balance against the property and account database.
- Reconcile system totals as and when required including reconciliation of direct debits and refunds.
- Maintain a high level of customer care in all operations.
- Assist in training other staff when required.
- Deputise for the Billing Team Leader in their absence.
- Other duties as required by the Billing Team Leader / Revenues Manager.

Continuous improvement

- Suggest continuous improvements to the section by innovative practices, policies, processes and technology. Review existing methods and procedures, discuss with team members / line manager to agree possible solutions and their implementation
- Assist in planning service delivery for the Revenues section. Provide information to allow performance to be monitored effectively, achieve service level agreements standards and identify and action areas for improvement, according to agreed strategies and plans.

Working in teams

- Contribute to good team working relationships
- Contribute effectively and positively to cross service teams and projects

Communication and Customer Engagement

- Ensure both internal and external customers receive a first class service that is easily accessible to all sections of the community
- To communicate clearly and efficiently both verbally and in writing.
- Suggest new customer orientated approaches and ideas within the Revenues section and the Customer Service Centre at each council
- Assist in monitoring the performance of the Customer Service Centre at each council, to include regular liaison, reviewing and updating of lines of enquiry for the service
- Liaise with Listing Officer and other external agencies appropriate to the post.

-

Responsibilities

- **People and Organisation Management** - No staff management
-
- **Finance and budgetary control** – None
- **Premises, equipment or information** –None

Key Performance Indicators:

- Ensuring that council tax collection is achieved as per the annual profile
- Accounts are amended accurately
- Changes are promptly actioned
- Account discrepancies are dealt with efficiently

Key Relationships:

- Revenues Manager
- Billing Team Leader
- All Benefits and Revenues staff
- Customer Service Centre staff at Watford and Three Rivers Councils
- Key contacts of external partners and suppliers of service
- Council tax payers

Important Notes Relating to Duties:

In dealing with any form of contract or tendering procedures on behalf of the councils, the holder of this post is personally responsible for ensuring that she/he:-

- Is familiar with the relevant requirements of the Council's constitution, Contracts procedures, Rules and Financial Procedure Rules, Officer Code of Conduct and other management guidance that may be given from time to time;
- Complies with these formal requirements and related procedures; and
- Seeks advice from a more senior officer or an officer with specialism in subject area if in any doubt about the proper course of action.

PERSON SPECIFICATION

This section presents the knowledge, skills, experience, personal qualities and qualifications that are considered essential for a person being deployed to this role.

Knowledge/skills/qualifications:

Knowledge/skills:

- Ability to work quickly and accurately paying attention to detail
- Ability to deliver to agreed deadlines and manage conflicting priorities
- Ability to plan and prioritise work

- Ability to solve problems and make decisions
- Ability to demonstrate good numeric skills
- Ability and proficiency in Windows based software
- Understanding of the need to respect confidentiality
- Knowledge of council tax legislation and the ability to interpret and communicate it to customers is advantageous
- Knowledge and skills to deliver first class customer service using variety of service channels
- Knowledge of e-capabilities for Revenues services advantageous
- Five GCSEs Grade C and above, including Maths and English, or equivalent qualifications or experience
- IRRV technician or equivalent experience

Experience

- Experience of working in a customer-facing role
- Experience of working within a Revenues environment or knowledge / awareness of Revenues legislation is an advantage

ICT/ technological aptitude

- Familiar with Microsoft systems (Word/Excel/Outlook)
- Use of Capita Academy Systems would be an advantage but not essential
- Use of Anite@Work DIP system (or any DIP system) would be an advantage but not essential

Personal qualities

- High level of interpersonal skills – written, verbal, face-to-face
- Confident and enthusiastic about change
- Excellent personal organisation
- Flexible and resilient
- Ability to collaborate with others and work effectively in a team

How we work

This is our generic behaviours and attitudes framework against which our performance is measured
(For full detail see the How we Work framework)

Clusters	Key Themes	Level needed* (1 – 4) *See guidance below
We deliver results	Manage performance	2
	Manage resources	2
	Manage change	2
We set a n e	Fairness	2

	Integrity	2
	Accountability	2
	Image	2
We develop and grow	Personal development	2
	Challenge	2
	Innovation	2
We work together	Working with customers and colleagues	2
	Communication	2
	Leadership	2

How to map the 'How we work' levels to posts

Grade for WBC and Shared Services	Up to Band 5	Band 6 - 9	Band 10 + / Chief Officers
Do not manage staff	1 or 2	2	4
Manage staff	3	3	4

Grade for TRDC	Up to Scale 6	S0, PO MG1 MG2	MG3, MG4 and above
Do not manage staff	1 or 2	2	4
Manage staff	3	3	4

Politically Restricted Posts

Under the Local Government and Housing Act 1989 (as amended), posts that are either specified under that Act or posts that are defined as sensitive under the Act because the post holder is required to either give advice on a regular basis to the executive or any committee of the Council, or speak on behalf of the Council on a regular basis to journalists or broadcasters are 'Politically Restricted'. This means that the post holder is restricted in terms of public political activity. For further information with regard to this please contact Human Resources.

This post is not politically restricted.

Job Share:

Job share will be considered for this post. If you wish to apply on this basis please enclose a covering letter with your application.

Equal Opportunities:

The Council fully supports the terms of The Equality Act 2010. We are an equal opportunities employer and do not discriminate on any grounds. We want a diverse workforce which reflects our community and welcome applications from everyone regardless of age, disability, sex, race, religion or belief, sexual orientation, gender reassignment, pregnancy and maternity and marital or civil partnership status.

We are also committed to improving opportunities for people with disabilities, and are a registered 'Two Ticks' employer. If you have a disability and demonstrate that you fulfil the essential person specification criteria for the role on your application form, you will be invited for an interview. If you feel that you could carry out this post with some adjustments, please let us know. If you

require particular arrangements made for interview etc (e.g. signing, access), please indicate this on your application form.

Job description:	Name	Date
Written by (Manager)	Robert Della-Sala	2/4/2014
Agreed by (Manager)	Robert Della-Sala	2/4/2014
Approved by (Human Resources)	Nicky Sharp	3/4/2014