

## Job Description

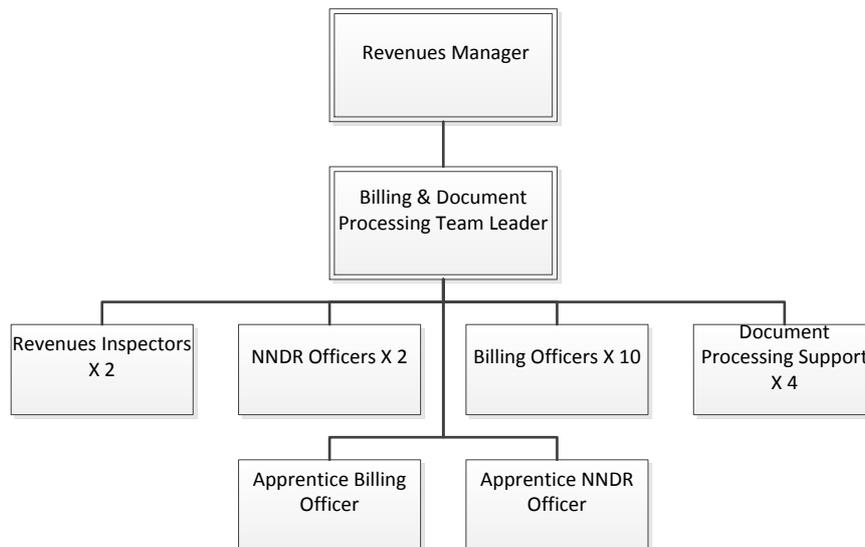
<b>Job Title:</b>	Apprentice National Non-Domestic Rating		Post Reference No:
<b>Post Number:</b>	(NNDR) Officer		RG0409
<b>Service/ Department:</b>	Shared Services	<b>Section:</b>	Revenues & Benefits
<b>Grade:</b>	Scale 5		
<b>Location:</b>	You will normally be based at the Town Hall, Watford or any such other place of employment within the remit of the Shared Service as may be required.		
<b>Hours per week:</b>	37 hours per week. The post holder is expected to work the hours required to meet the demands of the role.		
<b>Driver's licence requirements:</b>	Desirable. The post holder may be required to travel to meet the requirements of the role.		
<b>Payment Allowance:</b>	£857 Inner Fringe Weighting allowance negotiated annually		
<b>Responsible to:</b>	Billing Team Leader		
<b>Responsible for:</b>	Not applicable		

**Purpose of Role:**

- To provide a first class service to ratepayers in the administration and collection of National Non-Domestic Rate
- To assist the Billing / Document Processing Team Leader, Revenues Manager in implementing the relevant technologies and new ways of working in a way that meets the needs of both organisations.

As this is an apprenticeship role alongside learning in a hands-on capacity in the office day to day, you will be sponsored by Institute of Rating & Revenues Valuation (IRRV) through an industry recognised qualification supplementing your learning and giving you a qualification which will prove useful in your future career

**PLACE IN ORGANISATION CHART OF DEPARTMENT:**



**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 councils' constitutions, Contracts procedures, Rules and Financial Procedure Rules, Code of Official 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 if in any doubt about the proper course of action

## **KEY ACCOUNTABILITIES**

### **Service Delivery**

- Process information and update accounts quickly and accurately to ensure that information held in respect of business rate payers is correct and up to date. Determine requests for any rate reliefs, process refunds, and promote self service. Issue the required notices.
- Deal and respond to enquiries either in person, by telephone, through correspondence or email and update accounts where appropriate in an accurate and efficient manner.
- Undertake all duties in accordance with statutory requirements and procedures as set out in each Council's Constitution.
- Action Valuation Office Schedules received every week and reconcile against the property and account database.
- Process completion notices.
- Comply with individual and team targets.
- Maintain an up to date knowledge of procedures, regulations and systems.
- Maintain a high level of customer care in all operations. Other duties as required by the Billing & Document Processing Team Leader and Revenues Manager.

### **Continuous improvement**

- Suggest continuous improvements to the section by innovative practices, policies, processes and technology.
- 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 and promote direct debit uptake and self service
- 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 councilise with Valuation Officer and other external agencies appropriate to the post.

## **KEY RELATIONSHIPS**

- All Revenues staff
- Customer Service Centre staff
- Valuation Office
- Business rate payers

## **PERSON SPECIFICATION**

This section describes the knowledge, skills, experience, personal qualities and qualifications for this role.

### **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 business rates legislation and the ability to interpret and communicate it to customers.
- Knowledge and skills to deliver first class customer service using variety of service channels
- Knowledge of e-capabilities for revenues services

### **Experience**

- Experience of working in a customer-facing role
- Experience of working within a revenues environment or knowledge / awareness of revenues legislation.

### **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

### **Qualifications:**

- Five GCSEs Grade C and above, including Maths and English, or equivalent qualifications and experience.
- IRRV technician

## COMPETENCIES

This section describes the knowledge, skills and personal qualities expected for ongoing effective performance in this role.

General	Description
<b><i>Managing self and others</i></b>	<ul style="list-style-type: none"> <li>• Works constructively with manager and colleagues to deliver the service and accepts management direction.</li> <li>• Creates harmonious and constructive working atmosphere with colleagues</li> <li>• Contributes actively to work, team and service development or review activities.</li> <li>• Contributes to development of team and colleagues by demonstration of own tasks</li> <li>• Meets responsibilities under HR, H&amp;S and dignity and diversity requirements.</li> <li>• Satisfactory attendance and conduct</li> </ul>
<b><i>Organising work and resources</i></b>	<ul style="list-style-type: none"> <li>• Plans and organizes work based on objectives</li> <li>• Gets things done on time</li> <li>• Keeps line manager informed of progress and issues</li> <li>• Can estimate realistically time and resources needed to complete a task</li> <li>• Understands financial impact of service (costs and revenue impact) and how own role fits within that</li> <li>• Applies corporate governance policies</li> </ul>
<b><i>Delivering service excellence and improvement</i></b>	<ul style="list-style-type: none"> <li>• Understands that team activities are planned and set in a corporate context.</li> <li>• Accepts and attempts to meet team performance targets set by management.</li> <li>• Accepts need for continuous review of working methods and actively contributes ideas</li> <li>• Applies customer care standards.</li> <li>• Works in ways that assist, or are mindful of impact on other services.</li> </ul>
<b><i>Communicating and working with others</i></b>	<ul style="list-style-type: none"> <li>• Communicates orally and in writing to convey information, guidance or advice to customers, colleagues and external agencies.</li> <li>• Listens actively and responds using appropriate words, tone and body language.</li> <li>• Able to present information effectively to others</li> <li>• Writes accurate, clear and concise letters, memos, emails, notes and reports that others can understand</li> <li>• Being open and honest and sharing information, whilst understanding sensitivities of working in a public domain</li> </ul>
<b><i>Solving problems and being creative</i></b>	<ul style="list-style-type: none"> <li>• Proactively looks for and finds ways to resolve service problems or issues (does not have to be told or asked)</li> <li>• Contributes to and can add value to team</li> <li>• Shares and discusses ideas with others</li> <li>• Learns from mistakes</li> <li>• Can identify cause and outcome when solving problems</li> <li>• Is able to weigh up pros and cons of options to make informed decisions or recommendations</li> <li>• Shows appropriate initiative and independence.</li> </ul>
<b><i>Political sensitivity/ strategic influence</i></b>	<ul style="list-style-type: none"> <li>• Is aware of basic structure of Council and role of politicians.</li> <li>• Understands and can apply basics of accountability to Councillors and customers.</li> <li>• Understands and applies the basics of officer and member codes of conduct.</li> </ul>

<b>Managing with/leading change</b>	<ul style="list-style-type: none"> <li>• Responds to change positively</li> <li>• Demonstrates willingness to adjust to varying situations</li> <li>• Takes responsibility for own work and actions</li> <li>• Sets a positive example for others to follow</li> <li>• Supports change constructively.</li> </ul>
<b>Partnering with external organisations</b>	<ul style="list-style-type: none"> <li>• Accepts joint working arrangements with other organisations.</li> <li>• Co-operates with established operational arrangements with partners.</li> <li>• Accepts Council's approach and culture of partnering as a way to improve and deliver services.</li> </ul>
<b>Using Technology</b>	<ul style="list-style-type: none"> <li>• Able to use office software independently to perform job</li> <li>• Understands functionality and purpose of service based systems</li> <li>• Able to use service applications efficiently to perform job tasks with minimal errors</li> <li>• Understands how technology can improve processes within own service and function</li> <li>• Uses intranet and internet resources appropriately to achieve required tasks</li> </ul>
<b>Acquisition of and application of functional knowledge</b>	<ul style="list-style-type: none"> <li>• Demonstrates technical or functional ability to carry out the duties of a limited operational job to a satisfactory standard.</li> <li>• Able to demonstrate skills and abilities to others as required (new starters or similar).</li> <li>• Able and willing to add to functional knowledge through learning and development opportunities.</li> <li>• Follows Council procedures for learning &amp; development procurement.</li> </ul>
<b>Role specific</b>	
<b>RB1 Council Tax</b>	<ul style="list-style-type: none"> <li>• Able to understand, explain and apply general council tax legislation</li> <li>• Aware of contacts and where to access council tax policies and procedures</li> </ul>
<b>RB2 Business Rates (NNDR)</b>	<ul style="list-style-type: none"> <li>• Able to give clear advice to external customers on more complex NNDR matters</li> <li>• Ability to improve overall NNDR team performance</li> <li>• Able to process more complex NNDR information</li> <li>• Able to understand, explain and apply specific/complex NNDR legislation</li> <li>• Confidently approaches difficult customer service situations and brings problems to a resolution</li> </ul>
<b>RB3 Recovery</b>	<ul style="list-style-type: none"> <li>• Able to understand, explain and apply general debt recovery legislation</li> <li>• Aware of contacts and where to access debt recovery policies and procedures</li> </ul>
<b>RB4 Benefits</b>	<ul style="list-style-type: none"> <li>• Aware of contacts and where to access housing and council tax benefit policies and procedures</li> </ul>

### **Equal Opportunities:**

The Council is an Equal Opportunities Employer and does not discriminate on the grounds of gender, ethnic origin, disability or sexual orientation. Watford is a multi-racial area and we would like to see this reflected in our workforce. We welcome applications from women, members of the black and ethnic communities and people with disabilities, regardless of age.

### **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.

**Applicants with Disabilities:**

The Council wishes to implement the terms of **The Equality Act 2010**. It is also committed to improving opportunities for people with disabilities. 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 on your application form.

**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.**

<b>Job description:</b>	<b>Name</b>	<b>Date</b>
Written by (manager)	Nick Smith & Lauren Bosley Revenues Manager & Billing & Document Processing Team Leader	Oct 2018
Agreed by (manager)	Jane Walker Head of Revenues and Benefits	Oct 2018
Approved by HR	Suzanne Blackburn HR Business Partner	Oct 2018