

---

## JOB DESCRIPTION

---

**Job Title:** Council Tax Billing Officer

**Service Area:** Revenues and Benefits      **Team:** Billing and Benefits

**Organisation:** Anglia Revenues Partnership

---

**Main Purpose of Job:** To work within a team responsible for the collection of Council Tax and the award of Council Tax Support

---

### Key Responsibilities:

- To be familiar with Council Tax regulations, Local Council Tax Reduction schemes and current processes and procedures.
- Compiling and maintaining records regarding the occupation and ownership of property and Council Tax Reduction, ensuring that the correct information is extracted from letters, emails, claim forms, survey forms, service requests, etc.
- Determining applications for discounts, exemptions, disregards and reductions after gathering all relevant information and verifying the circumstances of the case.
- Using secure DWP systems to check, download and process confidential information.
- To assist in the review of all discounts, exemptions and reductions.
- Setting up different payment methods as required ensuring compliance with Direct Debit rules as necessary.
- To deal with customer correspondence and enquiries in person, by email, by telephone or by letter, providing an excellent, polite and courteous public service at all times.
- The role will require you to work on a rota basis to help cover incoming phone calls from the public.
- To deal with returned mail to ascertain new contact address, update systems and send copy demand notices etc.
- To monitor customer accounts in credit to ensure that the credit is genuine and is allocated appropriately to reduce arrears or refunded as necessary.
- To promote online services and support customers by offering assistance with online forms.
- To identify and refer cases where Council Tax Reductions may have been fraudulently claimed
- To maintain a high level of accuracy and productivity in order to achieve service targets
- To undertake any other duties as assigned by the Operations Manager commensurate with the grade.

## **Additional Note:**

### Vulnerable People

We are committed to safeguarding and promoting the welfare of vulnerable people and we expect all employees to share this commitment. All employees must familiarise themselves with the Safeguarding Children and Young People and Guidelines for Working with Children and Young People policy.

### Health Safety & Environment

Managers are responsible for the health and safety of their staff and their actions that may affect others; this is clearly set out in the Health and Safety Policy. It is the duty of all employees, while at work, to take reasonable care of their health and safety, and of other persons who may be affected by their activities; this includes colleagues, contractors and members of the public. You will be required to follow new Covid-19 Safe Working Practices for the industry and partnership Councils.

All employees must familiarise themselves with the Health and Safety and Environmental Policies.

---

Note: This is a description of the job as it is constituted at December 2018 but, as the organisation develops, it may be necessary to vary the duties and responsibilities from time to time. It is the practice of ARP and the employing council to periodically review Job Descriptions to ensure that they relate to the job as being performed or to incorporate whatever changes may be necessary. It is both Councils' and ARP's aim to reach agreement to such reasonable changes with the post holder but if agreement is not possible the Councils and ARP reserve the right to insist on changes to the Job Description after consultation with the post holder.

On signing your Statement of Particulars it will be deemed that this Job Description has been accepted by the post holder.



## PERSON SPECIFICATION

**Job Title:** Council Tax Billing Officer  
**Service Area:** Revenues and Benefits  
**Team:** Billing and Benefits

	Essential	Desirable
<b>Qualifications &amp; Experience</b>	Good general education – GCSE grades A-C or 1-5 in English and Maths or relevant qualifications/experience	Recent experience of working in a busy office environment or have relevant qualifications in this field  IRRV Technician Grade
<b>Knowledge</b>	Knowledge of computer packages, including Microsoft Suite and have sufficient knowledge and skill to be able to use computers effectively	Working knowledge of Academy and Civica or other revenues processing and/or document imaging systems  Demonstrate knowledge of Council Tax and or Local Council Tax Reduction regulations.  A good understanding of GDPR regulations
<b>Skills</b>	Ability to work accurately whilst understanding the importance of meeting strict deadlines  Must be able to work to personal and team targets  Ability to gather and analyse facts and information	
<b>Delivering excellent Customer Service</b>	Demonstrate experience or understanding of customer care  Demonstrate ability to deal with customer enquiries in an appropriate, diplomatic and professional manner  Be able to remain calm during stressful circumstances.	Customer Care Training
<b>Health, Safety and Welfare</b>	Able to demonstrate good general understanding of Health, Safety and Welfare policies and procedures.	

	Demonstrate ability to achieve a good work live balance for self and team	
<b>Striving for Continuous Improvement</b>	Willing to learn and improve with a commitment to a learning culture  Able to give examples of flexible and positive response to change	
<b>Diversity and Equality</b>	Ability to understand the concept diversity and respect for others and be committed to these issues	
<b>Communicating effectively</b>	Good level of interpersonal and communication skills  Effectively communicates relevant information to others using the most appropriate method  Able to respond to varying levels of understanding from customers	
<b>Attitude</b>	Must be able to self-motivate and encourage constructive relationships  Be an effective team player and work flexibly within a team  Have a positive desire to achieve results  Can work effectively under pressure and use own initiative	

