

JOB DESCRIPTION

Job Title:	NDR Officer	
Service Area:	Billing, Benefits and NDR	Team: Business Rates
Organisation:	Anglia Revenues Partnership	
Reports to:	Business Rates Team Manager	
Responsible for:	N/A	

Main Purpose of Job:

To assist in the billing, collection & recovery of Council Tax/Business Rates, ensuring Council Tax /Business Rates income is received promptly & efficiently.

Key Responsibilities:

- To administer and process all types of business rates billing and recovery functions, within agreed targets, including the negotiation of payment arrangements and the monitoring of subsequent recovery.
- 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.
- To deal with reports and other general tasks that are the responsibility of the Revenues Department.
- To liaise with all departments of the council/ARP, government departments, external bodies such as Debtors, Bailiffs, Enforcement Agents, Valuation Office and members of the general public.
- To process all types of Council Tax or Business Rates enquires by operating various IT systems within targets set at any time.
- To be familiar with and keep own knowledge up to date regarding Business Rates legislation, process, procedures and policies.
- Liaise closely with all Revenues and benefits staff to ensure a smooth and seamless service to the public.
- Assist the council's representative at court if required.
- To handle telephone queries from members of the public and other stakeholders
- To perform to the standards and behaviours of ARP's operational values and encourage others to do so.

- To undertake any other duties as may reasonably be required and compatible with and/or arising from those listed above or directed by a Head of Service.

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.

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 October 2025 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 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.

