



Job Profile comprising Job Description and Person Specification

Job Description

Job Title: BSP Business Rates Officer	Grade: Sc6-SO2
Section: Council Tax, Business Rates & HB Recovery	Directorate: Finance
Responsible to following manager: Business Rates Manager	Responsible for following staff:
Post Number/s:	Last review date: 03/03/26

Working for the Richmond & Wandsworth Better Service Partnership

We're Richmond & Wandsworth Better Service Partnership, the shared public service team for Richmond and Wandsworth Councils. Like any local authority, our role is to deliver the agenda of our elected members on behalf of the people who live and work in our part of the world. We deliver key services to our communities including social care, public health, children's services, housing and regeneration and environmental and community services.

Our joint workforce creates efficiency and resilience by bringing more creativity to the way we work, more objectivity and adaptability too, helping us deliver better services for all our residents.

We're here to help our communities thrive in a changing world, and to be there for the people who need us most we believe we need to keep adapting. That's why, at Richmond & Wandsworth Better Service Partnership, you'll be at the forefront of innovation in local government, and we'll invest in you and offer you opportunities to grow in a way only our unique organisation can.

Job Purpose

To provide a professional, proactive, customer focussed service to maximise revenue for the organisation, through the assertive administration, collection and advanced recovery of business rates and BID levies, which will focus the service in meeting their statutory and legal obligations and BSP objectives, whilst maximising collection and recovery of the aforementioned charges.

Specific Duties and Responsibilities

Scale 6	
1.	Responsible to the Business Rates Manager to maintain an IT database consisting of open and closed accounts relating to approximately 15,000 live business rates assessments across both Boroughs, plus any associated BID accounts.
2.	Respond to written general correspondence and occasionally take telephone calls to provide advice, information and assistance relating to business rates and BIDs to customers, outside agencies or other public authorities.
3.	Adhere to current legislation and regulations relating to business rates and BIDs.
4.	Proactively identify any reductions that are relevant to cases and facilitate the application for such reductions. Be able to assess eligibility to any reduction and advise the customer as necessary.
5.	Identify and progress appropriate recovery action against customers through the statutory recovery process using lists of arrears cases and case referrals. Allocate Enforcement Agent (EAs) payments, advising EAs of direct payments and account amendments. Set and monitor SPARS (payment arrangements). Checking of the database along with general housekeeping.
6.	Attend and represent both Councils at both the Magistrates Court and High Court as required. This will involve negotiating payment arrangements with challenging customers and giving evidence under oath where required.
7.	Contribute towards the development of good working relations and collaborative arrangements with relevant third party organisations including private, voluntary and other public organisations, to forge effective partnership working.
8.	Undertake any other duties as may reasonably be required as directed by the Business Rates Manager across all areas of business rates and BIDs.
Competency at Scale 6 and the knowledge and experience of the Scale SO1 must be shown to move to the next grade (Scale SO1)	
9.	All duties shown at Scale 6 achieved to a high standard and over an extended period, as determined by the Business Rates Manager.

10	Ability to interpret and deal with more complex areas of the regulations on complex cases.
11	Attend High Court attendance for any case referrals as an expert witness, with specialised technical knowledge.
12	Provide support to Business Rates Inspector in terms of administration, such as contacting customers about visits, writing completion notices, Charitable Inspections, Section 44a notices, and providing Health and Safety backup where required. Occasional ad hoc visits may be required as part of inspector support.
	Competency at Scale SO1 and the knowledge and experience of the Scale SO2 must be shown to move to the next grade (Scale SO2)
13	All duties shown at Scale 6 and Scale SO1 achieved to a high standard and over an extended period, as determined by the Business Rates Manager
14	To carry out changes to rateable values as advised by the valuation office and perform reconciliation of the rateable values and application of transitional relief, as necessary.
15	Progress recovery cases through the insolvency route by identifying and making case referrals and then by liaison with both Councils' appointed practitioners and insolvency solicitors.
16	Deal with complex enquiries, complaints and appeals from customers by phone, face to face or in writing.
17	Ensure all Member and MP enquiries about service delivery are dealt with promptly and effectively.
18	Interprets and assists in the implementation of any changes in complex and detailed legislation
19	Represents the Service at internal and/or external meetings
20	Contributes to training of more inexperienced Business Rates staff

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe,



supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.

- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Additional Information

The role is a combination of office based and home working depending on service needs (on completion of the probation period).

This is a high volume and pressurised work environment, which is target based and performance driven. Service requirements will constantly shift within the department to maximise collection and ensure statutory and case law compliance.

Team structure

For the current structure please go to The Loop. **TBC**

When advertising externally please add the current team structure here and remove the sentence above.

Person Specification

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Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Understanding of all aspects of Business Rates and BID legislation, collection and recovery.	Y		A/I/T/C
Proficient at verbal and written communication on business rates and BID related matters.	Y		A/I/T/C
Knowledge of modern IT systems in the context of Local Taxation.	Y		A/I/T/C

In depth knowledge of practices and procedures that promote continuous improvement to service delivery of business rates and BIDs.	Y		A/I/T/C
(SO2) In depth knowledge of complex legislation relating to business rates including rates avoidance and retention policies.	Y		A/I/T/C
Experience	Essential	Desirable	Assessed
Track record of working in the field of Business Rates which required an understanding of legislation and procedures	Y		A/I/T/C
Regular court attendance at both the Magistrates Court and High Court as required.	Y		A/I/T/C
(SO1) Managing and arranging inspection work	Y		A/I/T/C
SO2) Managing insolvency cases, calculating and explaining transitional relief, dealing with complaints and Member enquiries.	Y		A/I/T/C
Skills	Essential	Desirable	Assessed
Expert user status of specialist IT systems associated with business rate and BIDs, including ability to assist with testing etc.	Y		A/I/T/C
Dealing with conflict and negotiation	Y		A/I/T/C
SO2) Ability to produce and present appropriate management information in support of the aims and objectives of the section / SSA / Councils	Y		A/I/T/C
Qualifications	Essential	Desirable	Assessed
Educated in GCSE or equivalent level in English	Y		A/I/T/C
IRRV Technician Level or above		Y	A/I/T/C

A – Application form / CV

I – Interview

T – Test

C - Certificate