



Job Profile comprising Job Description and Person Specification

Job Description

Job Title: BSP Business Rates Inspector	Grade: SO1
Section: Council Tax, Business Rates and 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

Deals with general inspections of business rates properties across both Boroughs to ascertain charge payers' details, changes in liability, any applicable reductions and any possible fraud and error, including avoidance schemes, conducting suitable investigations as necessary and handling related customer enquiries received. To also complete and serve completion notices were appropriate.

Specific Duties and Responsibilities

	Scale SO1
1.	Checks systems on a daily basis for new inspections, checks reports for telephone numbers, make appointments as necessary, adds target date & prepares inspection reports.
2.	Sends/delivers enquiry letters to ascertain new rate payers, forwarding & previous addresses, effective dates & other relevant information.
3.	Liaises with developers/builders regarding new developments to obtain information regarding layout of properties, addresses, expected completion dates, new owners' details & checks necessary web sites.
4.	Liaises with Building Control, Planning and Environmental Services sections to confirm details of building control issues & completion notices, planning applications whether granted, refused or not name or any other relevant issues. This should include checking web site pages of appropriate Service and attending any inter departmental meetings held.
5.	Liaises with Street naming & numbering Officer regarding new properties/splits/mergers & re-numbering properties/roads & carries out joint visits if necessary.
6.	If necessary, inspects relevant properties by area, making maximum use of time available and submits detailed reports of any new, converted, demolished or change of use of properties, identification of any exemptions or reliefs and any fraudulent activity.
7.	Follows up unsuccessful visits with enquiry letters & telephone calls and listen to voicemails.
8.	In liaison with the Senior Officer responsible for Valuation matters, prepares reports to be submitted to the Valuation Office Agency.
9.	Liaises with The Valuation Office Inspector and carries out joint inspections, if necessary, on complex cases. Also attends any meetings arranged with the VOA.

10.	Carries out urgent visit with regards to any queries arising from Complaints or where court action is pending.
11.	Takes appropriate safety precautions, using any relevant system and PPE available when carrying out inspections across both Boroughs, discussing any concerns with a Senior Officer and/or Business Rates Manager.
12.	Completes on a regular basis (to be determined periodically by the Business Rates Manager) a daily work record which confirms the addresses of the properties visited, whether visits were complete or incomplete, in or out of target date, number of visits made, resolved without visit e.g. telephone call & also number of hours spent in office. Also, any other information regarding output as required by the Business Rates Manager.
13.	Completes mileage sheet on a daily basis stating addresses visited, start/finish mileage for day & total miles travelled. Submits mileage claim on a monthly basis.
14.	Keeps up to date with any changes in regulations and case law relating to Business Rates Inspections, including avoidance schemes.
15.	Obtains relevant information in order to assist in the issuing of completion notices and serves completion notices as necessary, completing required documentation as proof of delivery.
16.	Undertake any other duties as may reasonably be required as directed by the Business Rates Manager across all areas of business rates and BIDs.

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 `non-Inspection` work, which will be either office based or home working depending on service needs (on completion of the probation period) and `inspection` work, which will require flexibility and ability to travel and work across both Boroughs.

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.

The role involves travelling across the borough(s). A full UK driving licence and the ability to travel independently between sites is desirable.

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

Experience	Essential	Desirable	Assessed
Experience of working as a Business Rates Inspector within the public or private sector	Y		A/I/T/C
Experience of working in a pressurised environment where consistently high standards of service delivery are required	Y		A/I/T/C
Skills	Essential	Desirable	Assessed
Ability to capture data electronically and reasonable level of IT proficiency	Y		A/I/T/C
Excellent customer care skills and customer focused attitude	Y		A/I/T/C
Ability to demonstrate a flexible and co-operative approach towards changing business needs	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