

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Council Tax Admin Officer	Grade: Scale 5
Section: Council Tax	Directorate: Finance
Responsible to following manager: Council Tax Team Leader	Responsible for following staff: None
Post Number/s: New	Last review date: New

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 support the Council Tax Service by undertaking high-volume administrative processing and routine account maintenance activities.

The postholder will play a key role in reducing operational backlogs associated with the Council's Council Tax automation programme by processing cases requiring manual intervention, carrying out system housekeeping activities, and completing routine account updates in accordance with legislation, procedures and service standards.

The role will help improve customer response times, support service performance, and enable experienced Council Tax Officers to focus on more complex assessment and recovery work.

Specific Duties and Responsibilities

Council Tax Administration

1. Process Council Tax account updates and amendments in accordance with established procedures and guidance.
2. Review and process online customer submissions that have been referred for manual intervention, including:
 - Change of address notifications.
 - Moves into and out of properties.
 - Internal moves within the borough.
 - Cases requiring validation of customer-provided information.
3. Investigate and resolve routine discrepancies, missing information and data mismatches using prescribed procedures.
4. Maintain accurate Council Tax records and ensure account information is updated promptly and correctly.
5. Carry out regular system housekeeping activities to support the efficient operation of the Council Tax service.
6. Assist in reducing manual work queues and processing backlogs by handling high-volume casework within agreed productivity and quality standards.

Customer Service

7. Respond to routine customer enquiries received by email, correspondence or internal referrals.
8. Request additional information from customers where required to complete account updates.
9. Provide accurate and professional information in accordance with Council policies, procedures and legislative requirements.

Quality and Performance

10. Ensure all work is completed accurately and within agreed service standards.
11. Escalate unusual, complex or potentially contentious cases to a Council Tax Officer or Team Leader.
12. Contribute to the achievement of team performance targets and backlog reduction objectives.
13. Support continuous improvement initiatives and identify opportunities to improve administrative processes.

Corporate Responsibilities

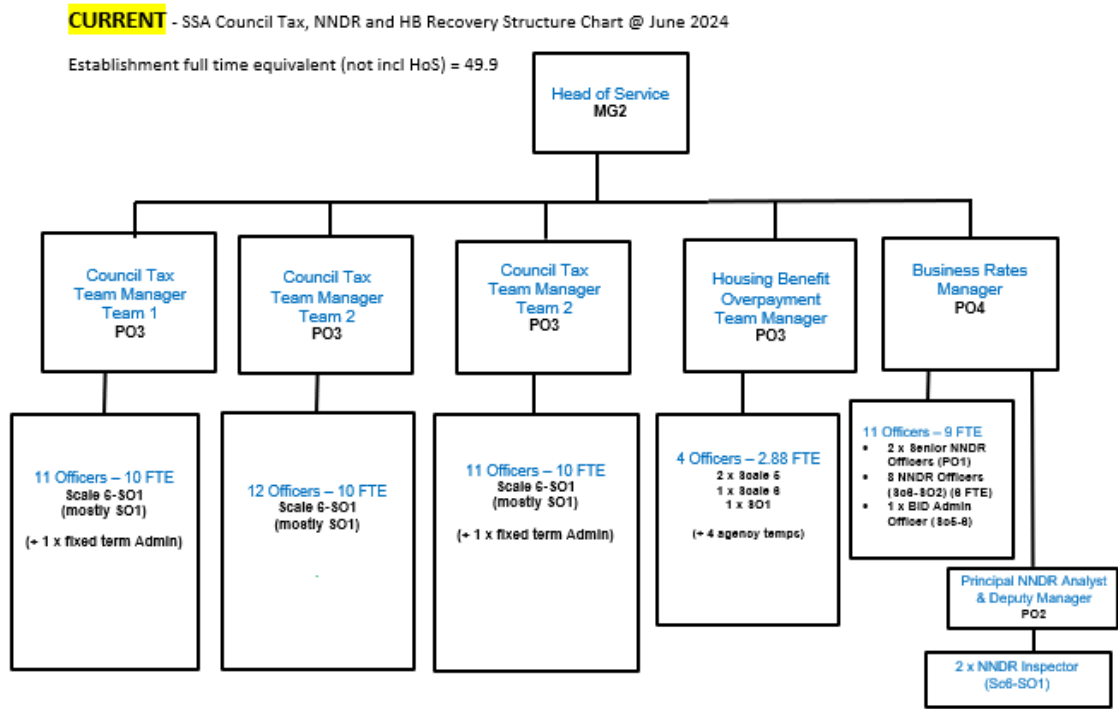
14. Comply with all Council policies, including information governance, data protection, health and safety, safeguarding and equality requirements.
15. Undertake any other duties commensurate with the grade.

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

Team structure



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
Experience of working in an administrative or customer service environment	✓		
Experience of processing work accurately within a high-volume environment.	✓		
Experience of using ICT systems and databases to maintain records	✓		
Experience of managing competing priorities and meeting deadlines.	✓		

Experience	Essential	Desirable	Assessed
Experience of working within Local Government		✓	
Experience of Council Tax, Business Rates, Benefits or Revenues administration		✓	
Experience of processing large administrative backlogs.		✓	
Skills	Essential	Desirable	Assessed
Excellent attention to detail and accuracy	✓		
Strong organisational skills	✓		
Ability to follow procedures consistently and efficiently	✓		
Good written and verbal communication skills	✓		
Ability to identify and resolve routine discrepancies	✓		
Ability to work both independently and as part of a team	✓		
Good numeracy skills.	✓		
Competent user of Microsoft Office applications	✓		
Essential Personal Qualities	Essential	Desirable	Assessed
Reliable and conscientious approach to work	✓		
Commitment to delivering excellent customer service.	✓		
Flexible and adaptable approach.	✓		
Positive attitude towards change and service improvement.	✓		

A – Application form / CV

I – Interview

T – Test

C - Certificate