**Job Profile comprising Job Description and Person Specification**

**Job Description**

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| **Job Title:**  SSA Business Rates Customer Service Officer | **Grade**:  Scale 6 |
| **Section:**  Council Tax, Business Rates and HB Recovery | **Directorate:**  Resources |
| **Responsible to following manager:**  Business Rates Manager | **Responsible for following staff:**  N/A |
| **Post Number/s:** | **Last review date:**  21 July 2020 |

**Working for the Richmond/Wandsworth Shared Staffing Arrangement**

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

**Job Purpose**

* Deliver an excellent customer experience by providing advice and, wherever possible, resolution at the first point of contact. This includes all customer access channels including telephone, letter, email, web, SMS and face to face appointments.

**Specific Duties and Responsibilities**

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|  | **Scale 6** |
|  | 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. |
|  | Handling customer enquiries received by business rates customer through access channels including telephone, letter, email, website, SMS or face to face, within agreed target times and to agreed customer service and Council standards. |
|  | 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. | Advise on the progress of recovery action against customers through the statutory recovery process, including Court action and referral to Enforcement Agents (EAs) where appropriate, advising EAs themselves of direct payments and account amendments. |
| 6. | Ensure a positive image to customers and other individuals and organisations and promote the service by whatever means are appropriate and available. |
| 7. | To professionally deal with any frustrated, angry and abusive customers, providing a resolution to their enquiry and avoiding potential complaints. |
| 8. | Implement policies and procedures necessary to meet business rates customer care needs and reflect the Councils’ visions and core values |
| 9. | 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. |
| 10. | Contribute to identifying and implementing business rates customer service improvements. |
| 11. | Advise and support managers on relevant matters, including potential problems and complaints, affecting the service. |
| 12. | Use Q-Matic and other relevant systems as necessary to monitor queues/waiting times. Ensures any potential wait times above service delivery standards are immediately brought to the attention of the appropriate senior manager. |
| 13. | Contribute as required to performance review and improvement measures on an ongoing basis, helping to ensure that a customer focus is embedded within the function and innovative and creative solutions are evaluated to securing the highest quality and value for money function. |
| 14. | 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 ensure that the services for both Councils are dealt with on an equitable basis to deliver the standards required for each, as agreed annually by the Executives of both Councils.
* To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
* To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, GDPR and health and safety.
* To adhere to security controls and requirements as mandated by the SSA’s policies, 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 role within the council.
* The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

**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.

**Person Specification**

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**Our Values and Behaviours[[1]](#footnote-1)**

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular –

* taking responsibility and being accountable for achieving the best possible outcomes – a ‘can do’ attitude to work.
* continuously seeking better value for money and improved outcomes at lower cost
* focussing on residents and service users, and ensuring they receive the highest standards of service provision
* taking a team approach that values collaboration and partnership working

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| **Person Specification Requirements** | **Assessed by**  **A &** I**/ T/ C (see below for explanation)** |
| **Knowledge** | |
| Understanding of Business Rates and BID legislation, collection and recovery | A/I/T |
| Proficient at verbal and written communication on business rates and BID related matters. | A/I/T |
| Knowledge of modern IT systems in the context of business rate and BIDs. | A/I |
| **Experience** | |
| Experience of working in a business rates customer services role within the public or private sector which required an understanding of legislation and procedures. | A, I |
| Experience of working in a pressurised environment where consistently high standards of service delivery are required | A, I |
| **Skills** | |
| Ability to communicate clearly to customers in oral & written forms including telephone, e-mail and letter | A, I |
| Ability to capture data electronically and reasonable level of IT proficiency, including ability to assist with testing etc. | A, I |
| Excellent customer care skills and customer focused attitude | A, I |
| Dealing with conflict and negotiation | A, I |
| Ability to demonstrate a flexible and co-operative approach towards changing business needs | A, I |
| **Qualifications** | |
| Educated to GCSE or equivalent level in English | A/I/T/C |

**A – Application form**

**I – Interview**

**T – Test**

**C - Certificate**

1. These values and behaviours will be developed further as the SSA becomes established. [↑](#footnote-ref-1)