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

**Job Description**

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| **Job Title:** SSA Business Rates and BIDs Admin Officer  | **Grade**: Scale 5 |
| **Section:** Council Tax, Business Rates & HB Recovery | **Directorate:** Resources |
| **Responsible to following manager:** Business Rates Manager |  |
| **Post Number/s:** | **Last review date: 14 Aug 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**

Responsible to the Business Rates Manager to assist with the administration, billing, collection and reconciliation of business rates accounts, BID accounts and management of statistical information. To also monitor correspondence of general business rate and BID enquiries and respond either by email or telephone, or refer queries to the respective internal Officer/Manager or external BID manager where appropriate.

**Specific Duties and Responsibilities**

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|  | **Scale 5** |
|  | To undertake any or all duties associated with the administration, billing, collection and reconciliation of business rates and BIDs. |
|  | Running daily/weekly/monthly reports off the databases to balance the daily cash and reconcile refunds for both boroughs for business rates and BIDs. |
|  | Update month end collection statistical figures on spreadsheets using reports run from the databases for both boroughs for business rates and BIDs. |
|  | Reconcile billing using information from 3rd party sources. |
| 4. | Assist where required in the testing of any new computer software, service improvement projects and innovations. |
|  | Monitor the respective business rates and BID email inboxes daily and respond to basic enquiries or forward to internal Officer/Manager or respective external BID manager where appropriate. |
|  | Where appropriate contact BID payers by telephone to resolve basic queries. |
|  | Maintain accurate up to date business rates and BID records by updating and correcting records found on exception reports, as directed, as part of checking and account maintenance. |
|  | Continue to develop knowledge and understanding of legislation related to business rates and BIDs. |
|  | Liaising as necessary with other Council departments and outside agencies to gain necessary information to ensure that the detail held on the system is correct. |
|  | To work as required in ways that develop good working relations and collaborative arrangements with internal and external stakeholders. |
|  | Manages own workload ensuring that targets and expectations set are met including quality standards and contributes to ongoing service improvement. |
|  | Advises and supports managers on relevant matters affecting the service. |
|  | 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**

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
* focusing 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** **Application(A), Interview(I), Test(T) or Certificate(C)** |
| **Knowledge**  |
| Thorough knowledge and understanding of Business Rates and BIDs legislation and procedures, including the cycle of billing and recovery. | A/I/T |
| Proficient at verbal and written communication  | A/I/T |
| Knowledge and ability to use both modern IT systems, including outlook, excel and word, and also specialist IT systems (currently Northgate). | A/I |
| **Experience**  |
| Track record of working in a busy office environment, where deadlines are set and need to be achieved | A/I |
| **Skills**  |
| Ability to capture data electronically and reasonable level of IT proficiency, including use of excel spreadsheets and SharePoint as well as ability to assist with testing of systems used etc. | A/I |
| Ability to communicate clearly to customers in oral & written forms including telephone, e-mail and letter. | A/I |
| Ability to demonstrate a flexible and co-operative approach towards changing business needs | A/I |
| **Qualifications**  |
| GSCE Grade C Maths and English | A/I/C |