

**Job Description**

**Department:** Strategic resources

**Division/Section:** Shared Transactional Services

**Job Title:** Income Technical Officer

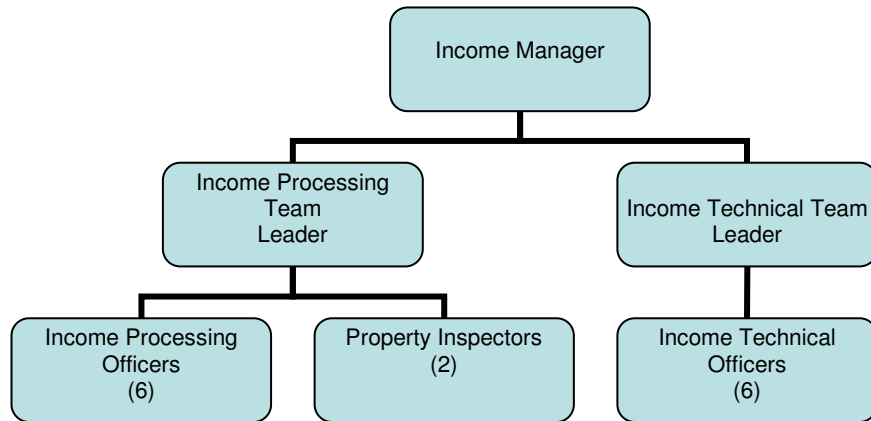
**Post No:**

**Grade:** 8

**Reports to:** Income Technical Team Leader

**Organisation Chart:**

Show immediate manager and any jobs reporting to this post.



**CRB Check applicable?**

Standard  Enhanced  None

**Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions?**

Yes  No

**Line Management responsibility for:**

**No. of direct reports:** None  
**No. of indirect reports:** None

**Size of budget:**

**No budget management responsibilities**

**Job Purpose:**

To provide an effective and efficient service for the invoicing, billing, collection and recovery of income for the Council in accordance with legislation, local policies, strategies and government directives that supports Shared Transactional Services in providing an efficient and effective service that is customer focused and provides value for money.

## Main Duties and Responsibilities:

1. Process information received in respect of Council Tax, Business Rates, Housing Benefit Overpayments and Sundry Income and update integrated computer systems to ensure the production of accurate bills and/or invoices for payment.
2. Process complex amendments to accounts including changes to occupation, council tax banding changes, relief, discount and exemption entitlement, and changes to payment methods.
3. Deal with NNDR schedules received from the Valuation Office Agency are within agreed timescales, updating accounts correctly, paying interest in appropriate circumstances and ensuring that rateable value totals are balanced to the VOA totals once the schedule updates are complete
4. Deal with applications for Section 44A relief (partially occupied hereditaments) in accordance with the legislation and council guidelines and issue revised accounts.
5. Maintain accurate records and prepare written communications to the customer and other organisations to obtain information and in response to enquiries.
6. Assist with complaints, Member and MP enquiries and correspondence received from the Local Government Ombudsman.
7. Liaise with other sections/departments of the council, external organisations, stakeholders and customers as appropriate to collect outstanding debts and resolve queries.
8. Represent the Council in action taken in the Magistrates and County Court to recover outstanding debts. Ensuring that correct notices of any court action or adjournments are issued giving the required notice period.
9. Ensure that appropriate post-summons recovery action is taken having regard to the circumstances of the debtor and the policies of the Council.
10. Take proactive action to recover outstanding debts utilising all available methods of recovery including telephone/email contact with the debtor.
11. Set payment arrangement guidelines for the telephone team and processing officers for dealing with accounts in recovery.
12. Liaise with the council's appointed bailiffs to resolve any issues or advise of changes to the amount of debt outstanding or debtor details.
13. Take bankruptcy action in appropriate cases ensuring that all council debts are identified and included in the petition.
14. Deal with liability appeals for council tax representing the council at any appeals tribunal hearings.
15. Deal with refunds, write-offs, credit and debit memos and pass for appropriate authorisation.
16. Make appropriate referrals to the Property Inspectors for void cases, exemptions and occupations.
17. Deal with correspondence returned to the service as undelivered taking appropriate action and utilising all available systems to trace the debtor.
18. Refer appropriate cases to the Fraud Section in accordance with agreed procedures.

19. Deal with system reports including but not limited to credit and cash posting, suspense items, transfers and correction of liability by updating computer systems as necessary.
20. Undertake general housekeeping on the Income systems to ensure that system integrity and security is maintained.
21. Update manual and computer systems as required.

**Generic Responsibilities:** To carry out all responsibilities with regard to the Council's Equalities Policy and Procedures and Customer Care Policy.

To comply with all Health & Safety at work requirements as laid down by the employer.

**Flexibility Clause:** Other duties and responsibilities express and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments.

**Variation Clause:** This is a description of the job as it is constituted at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the postholder.

In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Head of Service reserves the right to make changes to your job description following consultation.

**DATE:** 23/06/2010      **COMPLETED BY:** Richard Howe

## Person Specification

**JOB TITLE:** Income Technical Officer      **POST NO:**

**GRADE:** 8      **DEPARTMENT:** Strategic resources

**HOURS:** Full time

**DIVISION:** Shared Transactional Services      **DIRECTOR:** John Harrison

**DATE:** 23/06/2010      **COMPLETED BY:** Richard Howe

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Understanding of the aims / objectives of the service and of Manor Drive (A/I)</li> <li>• Good understanding of the main rules and guidance used by the other teams in the service (A/I)</li> <li>• Detailed understanding of Local Taxation legislation and guidance.(A/I)</li> <li>• To have a working knowledge of document management systems. (A/I)</li> <li>• To have a good understanding of the processes involved with debt recovery through the courts.</li> </ul>	<ul style="list-style-type: none"> <li>• To have working knowledge of debtors systems and processes. (A/I)</li> </ul>
<b>SKILLS &amp; ABILITIES</b>	<ul style="list-style-type: none"> <li>▪ .Ability to communicate effectively with a wide and diverse range of customers (A/I)</li> <li>• Be customer focused with a understanding of customer needs and expectations (A/I)</li> <li>• An ability to respond positively to any changes in working practices (A/I)</li> <li>• Ability to work on own initiative and plan and prioritise own workload (A/I)</li> <li>• Ability to interpret complex legislation and guidance (A/I)</li> <li>• An effective team worker who contributes positively to the team’s success (A/I)</li> <li>• Ability to work to challenging deadlines in a performance driven office (A/I)</li> <li>• Accurate with attention to detail, particularly when working to tight deadlines (A/I)</li> <li>• The ability to be innovative and forward thinking (A/I)</li> <li>• High level of literacy and numeracy.</li> <li>• Ability to present information both in writing and verbally.</li> </ul>	

<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Demonstrable experience of working effectively as part of a team (A/I)</li> <li>• Experience of using Microsoft Windows and Office software. (A/I)</li> <li>• Demonstrable experience of working to tight deadlines within a performance driven office (A/I)</li> <li>• Demonstrable experience of dealing with a variety of customers (A/I)</li> <li>• Experience of using document management systems (A/I)</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of using Academy Local Tax systems (A/I)</li> <li>• Experience of using Oracle Financial system (A/I)</li> <li>• Experience of presenting cases at Magistrates Court, County Court or Appeals Tribunals.</li> </ul>
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Educated to GCSE level (or equivalent) with a minimum of 4 passes at grade C or above (A)</li> </ul>	<ul style="list-style-type: none"> <li>• IRRV technician or equivalent.</li> </ul>
<b>PERSONAL CIRCUMSTANCES</b>	<ul style="list-style-type: none"> <li>• Willingness to work outside of normal working hours</li> </ul>	
<b>EQUALITY</b>	Candidates must demonstrate understanding of, acceptance and commitment to the principals underlying equal opportunities.(A/I)	
<b>CUSTOMER CARE</b>	Knowledge and understanding of effective customer care (A/I)	

*[ At the end of each criteria the following codes are used to indicate how the criteria will be assessed: (AI) Application / Interview, (P) Presentation, (W) Written Test.]*