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| **Job Description and Person Specification** |  |
| **This authority has a responsibility for, and is committed to, safeguarding and promoting the welfare of children, young people and adults at risk, and requires all staff and volunteers to share this commitment.**  **Solihull Council is committed to equal opportunities and expects all staff and volunteers to recognise and value differences.**  to | |

**SECTION A: Role Profile**

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| **Post Title** | Income Billing Officer | **Post No** | ST188 |
| **Directorate** | Resources | | |
| **Division** | Income and Awards | | |
| **Band and Salary** | Band B/C (career graded post)  £22,737 to £27,334 per annum. Incremental progression between bands is dependent on experience, performance and undertaking the additional specified criteria of the Band C role. | | |
| **Responsible to** | Income Team Manager | | |
| **Location** | Council House/Blended working | | |
| **DBS Check** | Not Applicable | | |

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| **Role Purpose** |
| To deal with the effective billing, processing and collection of Council Tax, Business Rates, Business Improvement District (BID), Housing Benefit Overpayments and Sundry Debts. Creating new accounts/liabilities, actioning changes and dealing with queries from residents and businesses.  To adopt a holistic view in relation to monies owed to the Council, making decisions based on the circumstances of each case and recognising where customers may need additional support to pay their council bills and signposts to other team’s and partner organisations as appropriate |

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| **Role Responsibilities** |
| **Band B level:**   * To process amendments to accounts including changes to occupation, direct debits, and changes to payment dates/methods * To set up new customers for sundry income accounts * To check direct debit prelists and deal with any exceptions for all income areas * To support the effective collection of Council Tax, Business Rates Rates, Business Improvement District (BID), Housing Benefit Overpayments and Sundry Debts up to reminder level * To deal with any billing exception reports for Council Tax, Business Rates, Business Improvement District (BID), Housing Benefit Overpayments and Sundry Debts * To deal with all routine enquiries from members of the public, businesses and other agencies by elephone or in writing (letters/emails) * To process refunds of overpaid Council Tax, Business Rates, BID, Housing Benefit Overpayments, Sundry Debts in accordance with the appropriate limits and checks. * To deal with any uncashed refunds for Council Tax, Business Rates, BID, Housing Benefit Overpayments, Sundry Debts making a decision on the next appropriate course of action * To take the necessary action to trace debtors that have left with no forwarding address and update accounts as appropriate. Where necessary arrange for any write off action to be processed. * Assist in the detection and prevention of fraudulent applications in respect of Council Tax or Business Rates. * Determine the statutory reliefs for exemptions in respect of Council Tax, Business Rates and BID and the systematic renewals of entitlement where appropriate. * Make referrals to visiting officers for cases that require a visit such as void properties, and accounts with an exemption or discounts. * Cover for scanning post as and when required * Adapt to new methods, techniques and procedures as they are introduced * Assist the Income Billing Team Leader in establishing and implementing procedures, standards, targets and new initiatives * Maintain a basic knowledge of Housing Benefit & Council Tax Reduction * Have a working knowledge of the computer system and be aware of the impact the inputting of information has on other systems. * Work with colleagues to ensure service needs are met and appropriate levels of cover are in place at all times * Any other appropriate duties as and when required   **Additional Duties at Band C level:**  Progression to the Band C level will be based on undertaking some of the key aspects of the Band C role:   * Processing Business Rates and Council Tax valuation schedules (including backdated changes, calculation of interest) * To monitor and set up new properties for Council Tax and Business Rates * To deal with changes to customer accounts in readiness for BID annual billing * To deal with complex enquiries from members of the public, businesses and other agencies by telephone or in writing (letters/emails)To deal with non-routine relief, discount and exemptions for Council Tax and Business Rates * Review applications for a discretionary Council Tax liability award. Document the evidence and make an informed recommendation. * Review applications for Business Rates Section 44A relief and Discretionary Rate Relief making recommendations where appropriate. * Assist with the preparation of statistics for Business Rates monthly monitoring for Accountancy * Provide support to ratepayers relating to more frequent business rate revaluations – providing advice to rate payers and explaining and calculating transitional relief * Refund reconciliations for Council Tax, Business Rates Rates, Business Improvement District (BID), Housing Benefit Overpayments and Sundry Debts * Deal with complex Adult Social Care billing enquiries for sundry debts * Resolve complex unapplied payment sundry income queries * Oversee the Council’s care leavers to ensure they are billed correctly for Council Tax and signposted for advice on council tax reductions * Maintain a good knowledge of Housing Benefit and Council Tax Reduction, to be able to give advice to customers on the eligibility criteria and how to claim this support * Carry out system functionality testing for Council Tax, Business Rates, Business Improvement District (BID), Housing Benefit Overpayments and Sundry Debts * Assist with the implementation of new legislation and budget announcements, reading Government guidance, making recommendations on implementation, what to test, developing test plans, carrying out the testing and reporting any issues * Support the delivery of new digital projects by assisting with the planning, testing and evaluation of new products/functionality. |

**Section B: Person Specification**

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|  | **Essential Criteria** | **Desirable Criteria** | **Measured By** |
| **Education & Qualifications** | Minimum 4 passes at GCSE (or equivalent) grade A-C (including Maths and English)  or  The ability to demonstrate an equivalent level of numeracy and literacy skills |  | Application Form/ Certificates  Test |

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| **Experience & Knowledge** | Relevant experience of working in a customer focussed and/or office environment | Knowledge of Local Taxation and/or a Debtors Computer system. | Application and Interview |
| Proficiency in using computers i.e. Inputting and processing data. | Knowledge of billing systems | Application and Interview |
| Experience of working to tight deadlines |  | Application Form and Interview |
| **Additional requirements at Band C** | Knowledge of Local Taxation legislation | IRRV Qualification | Application Form and Interview |
| Recent and relevant experience of working in Local Taxation or Debt Collection environment | Knowledge of Local Taxation legislation | Application and Interview |
| Experience of dealing with difficult situations |  | Application Form and Interview |

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| **Skills & Abilities** | Excellent written and verbal communication skills with the ability to compose non–standard letters/emails |  | Application, Interview and Test |
| Ability to work as a team member |  | Interview |
| Ability to deal with customer queries in a calm, professional and confident manner |  | Interview |
| Ability to work with a high level of accuracy and attention to detail |  | Application form and test |
| **Additional requirements at Band C** | Ability to compose non – standard letters |  | Interview |
| Ability to work on own initiative and experience of accepting responsibility for decisions taken |  | Application and Interview |
| The ability to learn, understand and apply complex processes |  | Application and Interview |
|  | Ability to think logically |  | Interview |
| Understand the needs of customers and provide an excellent customer service |  | Application and Interview |

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| **Core Behaviours** | **Excellence -** With enthusiasm, you work to deliver a high quality service to meet customer, organisational and personal expectations. You adopt a ‘can do’ attitude in all of the work you deliver, ensuring it meets the needs of current and potential customers. | Interview |
| **Simplicity -** You actively seek ways to prevent over-complication or confusion, by adopting the most simplified approach to work. You communicate clearly and concisely, ensuring that the message is understood by all. | Interview |
| **Trust and Respect -** You are aware of your impact on others including confidentiality. You value openness and listen carefully to understand the views of others. You promote the values of diversity and actively work to minimise any harm caused to others in order to foster an environment of mutual trust and respect. | Interview |
| **Working Together -** You work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or the communities we serve. | Interview |
| **Responsibility -** You take ownership for your work and you use your initiative to deliver. You are accountable for your own performance and development and you take responsibility for your actions and decisions. | Interview |

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| **Compiled/Reviewed by** | Jo Robinson |
| **Date** | July 2023 |

**Section C: Additional Information**

**Corporate Parent Responsibilities**

All employees should act as an advocate for our Looked After Children; fulfilling our corporate parenting responsibilities by considering Children and Young People in everything we do.

**Health and Safety**

Health and safety laws require all employees to help the Council maintain and improve health and safety standards. This means that the post holder must take reasonable care of his/her own and others’ health and safety and co-operate with any reasonable request to support the Council, managers and other employees, in meeting their health and safety legal responsibilities. Line managers have additional responsibilities to ensure that policies, procedures and safe systems of work are implemented on a daily basis.

All duties and responsibilities must be carried out in line with the Council’s Corporate Health and Safety Policy and any local safety procedures.

**Information Management**

As an employee of the Council, the post holder will be expected to manage information in accordance with standards outlined in the Corporate Records Management and Information Security policies. They will ensure that information used is held and transmitted securely in a manner commensurate with its sensitivity, and that it complies with the provisions of Data Protection legislation and guidance.

The post holder will be accountable for ensuring that he/she is aware of relevant Council policies and that all duties and responsibilities are carried out in line with the appropriate policies and procedures.

**Training and Development**

The Council is committed to the personal and organisational development of the individual. The post holder will be encouraged to identify job-related development needs.

**Solihull Behavioural Framework**

The Council expects all employees to conduct themselves in a way that is consistent with the values and behaviours set out in the Solihull Behavioural Framework.

**Mobility**

Whilst this post is initially to a specific post, the post holder may be exceptionally required to transfer to any post appropriate to their grade at such a place as in the service of the Council they may be required.

**Variations to Job Descriptions**

Due to changing customer demands, duties and responsibilities are likely to vary from time to time and the Council therefore retains the right to amend job descriptions to reflect changing requirements.