**Local Taxation Assistant (Part-time)**

**Job Profile:**

**Post Title**: Local Taxation Assistant (Part Time)

**Grade:** 4

**Responsible to:** Senior Local Taxation Officer

**Location:** Local Taxation Section, Financial Services,

 Town Hall, Gosport

**Hours of Work**: 7 Hours 24 Minutes per day, working two days per week, in accordance with the Council’s scheme of flexible working hours.

**Overall Objective**: To efficiently, effectively and economically collect all debts due in respect of Council Tax and Business Rates.

**Special Conditions:** The post holder must at all times maintain the confidentiality of the information coming to his/her knowledge in the course of this employment.

A satisfactory basic disclosure check through the Disclosure and Barring service will be required as part of the security checks for this post.

**What is the role?**

To efficiently, effectively and economically collect all debts due in respect of Council Tax and Business Rates.

You will need to respond promptly and politely to taxpayers enquiries either in person, by telephone or in writing

You must at all times maintain the confidentiality of the information coming to your knowledge in the course of this employment.

You will need to be fully conversant with current regulations for council tax and business rates to carry out their prompt and correct application

**Who is the person?**

We are looking for somebody who:

1. Has knowledge a working knowledge of Council Tax and Business Rates
2. Has knowledge of relevant legislation and ability to apply it
3. Has experience of working in a financial /office environment
4. Has experience of dealing with people in difficult situations.
5. Works well under pressure.
6. Is confident and who is a strong verbal and written communicator & can use knowledge gained to fully understand customers circumstances to provide advice in accurately spoken English
7. Has a good level of IT skills including the use of Microsoft Office applications
8. Has a good standard of numeracy and literacy skills.
9. Is proactive & highly motivated with the ability to work quickly, accurately and consistently when under pressure.
10. Has good interpersonal and team working skills and has experience of working in a front line service.
11. Ideally has experience of NEC Software systems – Revenues, DMS, Citizen Access

**Principal/Key tasks**

*Legislation/ Regulations*

* Be fully conversant with current Regulations in relation to Council Tax and Business Rates in order to

 carry out their prompt and correct application.

*Administration*

* Respond to queries from the public on matters relating to Council Tax and Business Rates, both in person and via correspondence.
* Maintain Council Tax and Business Rate accounts accurately, and action changes in circumstances (e.g., occupation or vacation).
* Process direct debits, including ADDACS and ARRUDs adjustments.
* Handle deceased accounts, including Probate queries in relation to liability for Local Tax.
* Apply exemptions and reliefs.
* Assist with discount and relief reviews, including NFI checks.
* Prepare daily correspondence for scanning.
* Accurately scan and index correspondence.
* Check accounts for recovery action.
* Arrange special payment plans with customers in arrears, within set guidelines.
* Liaise with the Council’s Enforcement Agents in respect of customer enquiries.
* Update computerised records.
* Support the prompt dispatch of bills, reminders, and summonses.
* Respond promptly and politely to taxpayers’ enquiries, either in person, by telephone, or in writing.
* Comply with current regulations, accepted professional standards, the Council's policies and procedures, and appropriate legislation (including legislation on equalities, health and safety, safeguarding children/vulnerable adults, and GDPR) to ensure high-quality service delivery.
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* To act in accordance with, and ensure that service delivery complies with, current regulations, accepted professional standards, the council's policies and procedures and appropriate legislation (including legislation on equalities, health and safety, safeguarding children/vulnerable adults and GDPR)

The particular duties and responsibilities attached to posts are, of necessity, in many cases difficult to define and may vary from time to time without changing the general character of the duties or the level of responsibility of the post.