

Job Description

1. Job Title	
Department	Local Taxation Officer
Service	Corporate Affairs , Finance
Team	Local Taxation Team
Date prepared/Revised by	January 2022
Post accountable to	Local Taxation Team Leader and Assistant
Post directly responsible for employees (number of workers)	Direct Supervision: 0 Indirect Supervision: 0
2. Main purpose	
<p>Works as part of the local taxation team and is responsible for the correct billing and collection of local taxes</p> <p>Works with customers to manage accounts, payments and ensure applicable discounts or exemptions are applied.</p>	
3. Key Contacts	
<p>Internal: Welfare and housing teams, legal services, other areas of Revenues, Welfare and Customer Services.</p> <p>External: Businesses and residents within the district, solicitors, accountants, property agents, landlords, social workers, Citizens Advice Bureau, employers, housing associations, Department of Work and Pensions, Valuation Office Agency, other local authorities</p>	
4. Main Accountabilities	
1.	Customer service
2'	Customer account administration1
3.	Debt management
5. Standard Accountability Statements	
<p>Health and Safety You are required to comply with the Council's Health and Safety Policy and to take such steps as are reasonably practicable for your own health and safety and that of your colleagues at work and those affected by your work. You must comply with your safety responsibilities and must co-operate with management in all respects for the full implementation of the Council's Health and Safety Policy. Your safety responsibilities are shown on the Safety Responsibility Statement (SRS) for your post.</p> <p>Equality and Diversity: The post holder must adhere to all policies and procedures relating to equality and diversity in the workplace and provision of services.</p> <p>Learning and Personal Development: The post holder has a personal responsibility for his or her own learning and development, and will maintain up to date records of achievement and attendance as required. The post holder must undertake the learning and training identified in the job skills matrix, and other relevant training that is identified and agreed with their manager.</p> <p>Data Security: Harrogate Borough Council staff must, at all times, maintain personal responsibility for the safe and secure movement of data within, into and out of the authority.</p> <p>Safeguarding Policy and Procedures The post holder will adhere to all the Council's Safeguarding Policy and Procedures</p>	

6. Job activities <i>(for each accountability there should be no more than 4 or 5 activities)</i> Main duties and responsibilities relating to accountabilities identified above	
1.0	Customer service
1.1	Deals with a wide range of enquiries from customers through all communications channels providing information and advice, interpreting the legal position in relation to accounts.
1.2	Replies to correspondence from customers and their representatives.
1.3	Receives and verifies the authenticity of information from customers.
1.4	Signposts customers to the relevant welfare and budgeting advice, liaising with HBC colleagues as appropriate to deliver a joined up customer experience
1.5	Attends court to interview taxpayers prior to hearings, collects payments, and assists the court officer during the hearing.
1.6	Undertake visits to customer homes and property inspections on occasion.
2.	Customer account administration
2.1	Maintains accounts, updating with information from other parts of the Council and external agencies such as the Valuation Office Agency and banks.
2.2	Assesses applications for mandatory discounts, reliefs and exemptions.
2.3	Inputs and maintains direct debits and other payment schemes.
2.4	Identifies potential eligibility for council tax reduction, other welfare benefits and local taxation discounts & NDR exemptions and reliefs.
2.5	Contacts external organisations such as the Department of Work and Pensions, landlords, property agents, solicitors, housing associations, other Council Departments, Local Authorities, Police, Magistrates/ County Courts and employers to discuss cases and pursue payment and ensure that the liability is correctly calculated.
2.6	Maintains the Council's property records, liaising with the Valuation Office Agency and other Council departments
2.7	Assists in the preparation of Reminders, Summons, court hearings and Tribunal cases
3.	Debt management
3.1	Advises customers of consequence of non-payment.
3.2	Negotiates payment arrangements prior to recovery action commencing.
3.3	Signposting of customers to additional support available
4.	Any other duties commensurate with the role.