
JOB DESCRIPTION

Job Title: Council Tax Billing Officer

Service Area: Billing, Benefits and NDR

Team: Billing and Benefits

Reports to: Team Manager (Revenues and Benefits)

Organisation: Anglia Revenues Partnership

Main Purpose of Job: To work within a team responsible for the collection of Council Tax and the award of Council Tax Support

Key Responsibilities:

- To be familiar with Council Tax regulations, Local Council Tax Reduction schemes and current processes and procedures.
- Compiling and maintaining records regarding the occupation and ownership of property and Council Tax Reduction, ensuring that the correct information is extracted from letters, emails, claim forms, survey forms, service requests, etc.
- Determining applications for discounts, exemptions, disregards and reductions after gathering all relevant information and verifying the circumstances of the case.
- To assist in the review of all discounts, exemptions and reductions.
- Setting up different payment methods as required ensuring compliance with Direct Debit rules as necessary.
- To deal with customer correspondence and enquiries in person, by email, by telephone or by letter, providing an excellent, polite and courteous public service at all times.
- The role will require you to work on a rota basis to help cover incoming phone calls from the public.
- To deal with returned mail to ascertain new contact address, update systems and send copy demand notices etc.
- To monitor customer accounts in credit to ensure that the credit is genuine and is allocated appropriately to reduce arrears or refunded as necessary.
- To promote online services and support customers by offering assistance with online forms.
- To identify and refer cases where Council Tax discounts, disregards, exemptions, and reductions may have been fraudulently claimed.
- To maintain a high level of accuracy and productivity in order to achieve service targets.

- Liaison with internal and external bodies.
- To undertake any other duties as assigned by the Operations Manager commensurate with the grade.
- To perform to the standards and behaviours of ARP's operational values and encourage others to do so.
- To undertake one of the following strands below:

Strand 1

- To undertake up to 5 additional tasks such as dealing with reports or quality assurance checks for Council Tax Billing tasks

Or

Strand 2

- Determining applications for reductions after gathering all relevant information and verifying the circumstances of the case
- Using secure DWP systems to check, download and process confidential information.
- To undertake up to 2 additional tasks such as dealing with reports or quality assurance checks of Council Tax Billing tasks

Additional Note:

Vulnerable People

We are committed to safeguarding and promoting the welfare of vulnerable people and we expect all employees to share this commitment. All employees must familiarise themselves with the Safeguarding Children and Young People and Guidelines for Working with Children and Young People policy.

Health Safety & Environment

Managers are responsible for the health and safety of their staff and their actions that may affect others; this is clearly set out in the Health and Safety Policy. It is the duty of all employees, while at work, to take reasonable care of their health and safety, and of other persons who may be affected by their activities; this includes colleagues, contractors and members of the public. You will be required to follow new Covid-19 Safe Working Practices for the industry and partnership Councils.

All employees must familiarise themselves with the Health and Safety and Environmental Policies.

Note: This is a description of the job as it is constituted at October 2024 but, as the organisation develops, it may be necessary to vary the duties and responsibilities from time to time. It is the practice of ARP and the employing council to periodically review Job Descriptions to ensure that they relate to the job as being performed or to incorporate whatever changes may be necessary. It is both Councils' and ARP's aim to reach agreement to such reasonable changes with the post holder but if agreement is not possible the Councils and ARP reserve the right to insist on changes to the Job Description after consultation with the post holder.

On signing your Statement of Particulars it will be deemed that this Job Description has been accepted by the post holder.

