Job Description

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| **Job Title** | Business Rate Manager |
| **Grade** | PO3 |
| **Reporting To** | Local Taxation Manager |
| **JD Ref** | BUS0128P |

Purpose

Management of the Business Rates function and team, together with the levy raised in respect of Business Improvement Districts. Ensuring compliance with legislative frameworks, Council Policy, meeting organisational requirements and priorities to deliver an excellent customer focused and responsive service.

Have excellent specialist legislative knowledge applying this effectively in taking responsibility for assessing evidence to determine the appropriate course of action. Responding appropriately to customers via a range of channels, building relationships between the Council and External Suppliers/Government Agencies, to ensure the efficient operation for collection of Income for the Council.

Be responsible for complex decision making on all Business Rates matters, escalating when necessary to the Local Taxation Manager.

Design, develop, and review working procedures to increase efficiency and performance, including collection in accordance with the Council’s financial strategies, policies, procedures and legislation, maximising revenue collection.

Main Duties And Responsibilities

* Responsible to the Local Taxation Manager for ensuring the efficient, effective and legislatively compliant billing, collection, recovery and enforcement of Business Rates from all businesses in the district, observing local policies and performance targets.
* When appropriate, responsible to the Local Taxation Manager for ensuring the efficient, effective and legislatively compliant billing, collection, recovery and enforcement of funds from the district’s Business Improvement Districts (BIDs), observing local policies and performance targets.
* Ensure the appropriate planning and preparation to effect the annual rebilling process and periodical re-valuation of Business Rates (R.VS) in a timely and compliant manner.
* Contribute to and support the management team in the setting of targets with responsibility for the implementation and monitoring of performance against those targets, at both team and individual officer level.
* Responsibility for deciding the most appropriate and effective method of recovery for each debt including negotiating and monitoring payment arrangements and terms with debtors in accordance with legislation and local procedures.
* Represent the authority at Court in relation to applications for liability orders, warrants of commitment to prison, bankruptcy & Insolvency proceedings, including liaising with Magistrates and County Courts to ensure the information required is provided promptly and accurately. To deal with enquiries and correspondence resulting from these cases and liaise with customers’ legal representatives, where necessary.
* Responsibility for referring relevant cases to Enforcement Agents (internal and external), maintaining and monitoring records, including liaising with external recovery agencies and proactively monitoring debts to ensure recovery is actively being progressed. Ensuring the Enforcement Agent acts in accordance with the Council’s established Code of Practice, verifying Enforcement Agent costs and facilitate payment of invoices for costs and fees.
* Consider, assess and advise upon requests for authority to remove goods by Enforcement Agents, ensuring related outcomes are supported with the provision of sufficient information and rationale.
* Maintain a thorough working knowledge of legislation relating to bankruptcy and Insolvency proceedings and determine cases where bankruptcy/ Insolvency proceedings (as a means of debt collection) are appropriate, liaising with legal services, the courts or other agencies, as necessary.
* Identify debts where enforcement action has been exhausted and where there is no likelihood of collection in part, or full, then prepare appropriate write off reports for the consideration of the Head of Service / Section 151 Officer, prior to any required approval of Elected Members.
* Using relevant legislation and local policies, process applications for mandatory and local discretionary rate relief and, in consultation with the Local Taxation Manager, assess and make recommendation in respect of applications for hardship.
* Maintain accurate performance records in relation to the collection and recovery of Business Rates and BID levies.
* Responsible for the preparation of internal management reports and statistical data together with mandatory Government returns and reports including NNDR1 and NNDR3 returns, ensuring they are returned within required timescales. If appropriate, NNDR 2 returns.
* To provide prompt and effective advice and assistance on relevant Business Rates and BID levy legislation, policy and procedures to colleagues and external stakeholders, ensuring high standards of customer service are maintained.
* Responsible for responding to customers in relation to more complex enquiries, challenge and escalations including those from elected members and MPs together with the Local Government Ombudsman and in accordance with predetermined timescales and the Council's corporate complaints procedure.
* Ensure the provision of legislative and technical advice to colleagues and elected members.
* Responsible for the provision of supervision, support, advice in relation to Business Rates, to subordinate team members, across the wider Revenues and Benefits service and elsewhere within the organisation as may be required. Ensuring the provision of all relevant material including training/ procedure notes, as necessary.
* Liaise and attend meetings with other organisations, including local authorities, government departments and professional bodies on matters of mutual interest.
* Responsible for the achievement of statistical and qualitative performance targets.
* Work proactively and in collaboration with both internal and external stakeholders, such as Finance and Economic Growth colleagues, to provide advice and guidance in the administration and implementation of Government incentives and tax reliefs to support local business, encouraging business to open, local growth and investment for example : Enterprise Zones/Freeports.
* Any other duties as directed by the Local Taxation Manager appropriate to the grade and overall purpose of the post.

**Other:**

* Any other duties commensurate with the grade.

Role Specific Knowledge, Experience And Skills

**Qualifications**

* *Desirable - An IRRV Technician Qualification or willingness to study to attain IRRV Qualification*

**Knowledge & Skills**

* Specialist knowledge of relevant legislative requirements relating to Business Rate matters
* Excellent literacy and numeracy skills.
* Good interpersonal and communication skills..
* Understanding of confidentiality requirements.
* Demonstrate the ability to analyse information and make an appropriate decision on a course of action.
* Demonstrate comprehensive IT skills e.g., use of Microsoft Office etc.
* Able to work to deadlines.
* *Desirable – Knowledge and experience of working in local government.*
* *Excellent presentation/ advocacy skills.*
* *Excellent communication skills, oral and written.*

**Experience**

* Experience of working in a Council Tax/NNDR environment
* Experience of data input entry to business support systems.
* Experience of working in a customer service or office environment
* *Desirable - Experience of supervising/ managing people*

Additional Information

Ability to travel across the Borough and work from various locations.

Work hybrid, with a flexible working approach to accommodate service needs.

Expected to work from a fixed location (subject to change).

On occasion, able to work outside traditional hours, of a weekend and evening as required, adopting a flexible working approach in response to business requirements.

Health & Safety Considerations:

* Lone working
* Work with VDUs (Video Display Unit) (>5hrs per week)
* Exposure to persons with challenging or aggressive behaviour

Approved By: 

Date Of Approval: 04/04/2024