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| Rating officer  **SALARY GRADE: HBC5** | Halton Borough Council  resourcing@halton.gov.uk |
| Working at Halton | |
| All our colleagues at Halton have made a positive commitment to delivering great outcomes for our communities. Whoever joins us will share that passion for outstanding service, and strongly align with the values which define our workplace culture:   * Working Together – building fantastic relationships with colleagues and customers * Continuous Improvement – Keeping great service delivery at the heart of everything we do * Personal Growth – Learning, growing and developing ourselves * Accountability – doing what we say we are going to do * Inspiring Leadership – positive roles models and leading by example   *To read more about our values, click* [*HERE*](https://haltoncouncilcareers.co.uk/values/)  **We are immensely proud that when asked what’s great about working for Halton, the most popular response from our workforce has been ‘*our colleagues’*.**  Aside from working with a great team, our employees have access to a fantastic range of benefits, including:   * A generous annual holiday allowance starting at 34 days per year (including bank holidays), increasing with long service * Membership of our defined benefit, salary-linked pension scheme with generous Employer Contributions * 3 x Salary Life Cover via Local Government Pension Scheme * Investment in your personal development * Free Car Parking at HBC sites * Flexible / hybrid working arrangements available * Car leasing schemes   *For further information about all the benefits we offer, please click* [*HERE*](https://haltoncouncilcareers.co.uk/benefits/)*.* | |
| About the Job | |
| This role involves undertaking work concerning the billing, collection and recovery of Business Rates due to the Council.  More specific responsibilities include:   * Processing amendments to the Revenues systems, including changes in liability. Assessing and awarding rate reliefs and exemptions, in accordance with legislation and within agreed guidelines. * Answering queries and resolving discrepancies regarding Business Rates liability, reliefs, exemptions, recovery and enforcement action, by telephone and in writing. Identifying and reporting more complex cases to the Revenues Manager. * Making and monitoring arrangements, within agreed guidelines, for payment of arrears of business rates and determining any relevant action including enforcement action and assisting with the issue of Non Domestic Rates demands, reminders and summons. * Maintaining the Rating List and notifying the Valuation Office Agency of all relevant changes and monitoring progress and preparing and referring cases to the Valuation Tribunal. * Preparing cases for Magistrates Court and attending court in order to make arrangements, within agreed guidelines, for payment of arrears of business rates and liaising with other council departments and external agencies * Identifying, preparing, check and authorising within agreed guidelines, refunds of overpayment of business rates or referring for verification/certification and transferring or reallocating moneys between taxpayers accounts /funds. * Checking and verifying accounts where Direct Debits have been returned unpaid and taking appropriate action. * Administering the day to day running of the Business Improvement District Service (BIDS). Engaging and advising Halton Chamber of Commerce with running of service, including billing, collection and recovery of amounts due. * Assisting and identifying any necessary action regarding charging orders, bankruptcy, insolvency, administration orders and winding up of companies. * Identifying where additional ratepayer care and support may be required, and signposting/referring, accordingly to internal and external welfare support services. * Recommending appropriate cases for write-off and assist in preparing reports for authorisation. * Undertaking any other duties and responsibilities as may be assigned from time to time, which are commensurate with the grade of the job. | |
| About You | |
| You will have a minimum 3 GCSE’s or equivalent at Grade C or above, including Maths and English, or able to demonstrate the appropriate level of skills or experience.  In addition you will have:   * Contact with the public in a busy environment * An awareness of council revenues including business rates (and are able to demonstrate this) and will have researched the subject prior to interview * Knowledge of data protection and confidentiality. * Excellent organisational skills and the ability to prioritise work to meet deadlines. * Ability and confidence to make appropriate decisions * A high level of written and oral communication and interpersonal skills. * IT Skills Using Microsoft Office Applications * Team working skills   The Council and its schools are committed to safeguarding and promoting the welfare of children, young people and adults and expect all staff, workers and volunteers to share its commitment. | |
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