 

JOB DESCRIPTION

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| **JOB TITLE** | Local Taxation and Assessments Processing Officer (Level 3) |
| **GRADE** | Band F |
| **REPORTING TO** | Team Leader |
| **JD REF** | BUS0088G |

**PURPOSE**

Deliver specific transactional and/or administrative service to internal and external Revenues, Benefits and Personal Finance Unit customers.

# MAIN DUTIES AND RESPONSIBILITIES

* Calculate, Record and process business transactions ensuring compliance with relevant legislation and local conventions.
* Analyse and assess data /information to determine outcomes in relation to the payment and/or collection of financial transactions
* Perform data input to business support systems to record and comply with assessment outcomes.
* Inbound and outbound contact, through all media (for example, written, telephone, email and visiting customers) with customers in response to complex enquiries and advise on business transaction processes and outcomes.
* Work to well defined standard business processes to analyse information and perform related complex tasks
* Ensure documents are processed in accordance with the Council’s retention and destruction

policies for both manual and electronic systems e.g. scanning, filing etc.

* Be proactive in contributing to the achievement of statistical and qualitative performance targets.
* Assist in the development of the service.

# ROLE SPECIFIC KNOWLEDGE, EXPERIENCE AND SKILLS

## Experience

* Experience of data input entry to business support systems.
* Experience of working in a customer service or office environment.
* *Desirable - knowledge and experience of working in local government*

## Knowledge & Skills

* Excellent literacy and numeracy skills.
* Good interpersonal and communication skills.
* A comprehensive understanding of transactional processing procedures.
* Knowledge of relevant specialist legislative requirements e.g. council tax, benefits, personal finance
* Understanding of confidentiality requirements.
* Ability to analyse information and make an appropriate decision on a course of action.
* Comprehensive IT skills e.g. use of Microsoft Office etc.
* Ability to work to deadlines

# ADDITIONAL INFORMATION

Display excellent customer care skills at all times. Work flexibly to suit the needs of the organisation.

**Health & Safety Considerations:**

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

**DATE OF APPROVAL: 18 / 08 / 22**

**APPROVED BY: MICHAEL FISHER HEAD OF REVENUES & BENEFITS**

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