

## Job Profile

**Job Title: Council Tax Officer**

**Job Grade: Level 3, Zone 1**

**Salary Range: £33,789 - £38,465**

### **About Camden**

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

This role plays a key role in supporting residents to afford the cost of living in Camden by providing a fair, timely, proactive and customer focused service and ensuring that Council Tax is billed correctly based on accurate recording of household members and assessment of discounts, exemptions and Council Tax Support. Council Tax income collection plays an increasingly important role in the Council's finances and an accurate tax base and data on households ensures efficient and effective tax collection.

### **About the role**

1. To ensure all data received (internal departmental adjustment lists like housing voids and lets), written correspondence and telephone calls are dealt with in a polite, accurate and timely fashion to ensure bills are issued right first time, including amending liabilities, the awarding of eligible discounts and exemptions, linking of accounts, notifying the Council Tax Support officers of changes affecting CTS claims, etc.
2. Determining liability for Council Tax, including eligibility for discounts and exemptions in line with statutory legislation, local policies and procedures and relevant case law.
3. Responsible for responding to daily enquiries from residents, internal departments (housing, welfare rights, etc.) and external agencies (third sector agencies and DWP), ensuring replies are timely and of a high standard to resolve issues first time and prevent avoidable follow up contact
4. To ensure the council tax valuations list is accurately maintained including the identification of potential missing entries or those that require adjustments, arranging timely inspections via the data accuracy team, and ensuring the system and bands are adjusted as a result of formal notification from the valuation office agency. You may be required to perform a reconciliation of the rateable values and addresses on council systems against Valuation Office Agency data to ensure they balance, and missing properties or incorrect bands are identified.

5. To undertake administrative functions enabling payment collection such as ensuring ADDACs / ARRUD reports are actioned in a timely fashion, bounced payments followed up, refund requests processed in a timely fashion and general housekeeping undertaken such as balancing accounts, linking accounts where customers move within the borough and tracing 'gone away' (absconded) taxpayers along with statements of account requests from customers
6. Provide support to the property inspectors (relating to their residential visits only), such as contacting customers regarding visits, writing completion notices, queries they may call you about whilst they are at a property they have been instructed to undertake, amending liabilities and discounts / reliefs post visit, etc.
7. Support both the dedicated recovery team and contact Camden (when necessary) to cover increased telephone traffic caused by proactive attempts to contact residents to reduce the risk of them being summonsed and/or incurring additional costs and prevent cycles of debt at the earliest opportunity.
8. Ensure payments in the Civica suspense account, or other departments suspense accounts are allocated to the relevant account it should have been paid against in a timely fashion.
9. Identifying areas for service improvement and supporting implementation of projects
10. Be required to carry out special tasks, assignments, reports or duties that are commensurate to the role and/or grade, where applicable as requested.

## **About you**

IRRV qualified or previous technical experience gained from working in a Council Tax customer focused environment

Ability to use a range of IT based systems and interpret the information from them including word processing, spreadsheets, and databases.

Excellent analytical, literacy, oral and written communication skills. Able to bend and flex your communication style to the audience and ensure you deal diplomatically and confidentially with a wide range of customers and stakeholders.

Enthusiasm and ability to work with minimum supervision, attention to detail and using problem solving skills and initiative in a customer focused pressurised work environment to find creative solutions to problems

Ability to work flexibly, balancing competing priorities to meet deadlines with an understanding of the impact not doing this has on residents and the Council.

Residents focused to deliver an empathetic and professional customer service that balances risk with ensuring residents get the help and support they are entitled to, able to identify people in crisis and signpost to the correct help and support.

Understanding of and experience of compliance with data protection, sharing and audit/financial standards

**Work Environment:**

Hybrid working with the expectation of the equivalent of at least one day a week in Camden.

**People Management Responsibilities:**

None

**Relationships:**

Residents and landlords

Colleagues from across the service

Contact Camden and other council services including housing, welfare rights teams, property, IT etc

Camden Advice Network partners and other community organisations

VOA

**Over to you**

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine our corporate services, and we'll redefine what a career can be.

**Is this role Politically Restricted?**

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

**Diversity & Inclusion**

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse

communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

### **Agile working**

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK ([www.HireMeMyWay.org.uk](http://www.HireMeMyWay.org.uk)). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

### **Asking for Adjustments**

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at [resourcing@camden.gov.uk](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG,

