

Council Tax & Business Rates Inspector

Salary Range: £36,141-£40,817

Grade: Level 3, Zone 1.

Location: 5 Pancras Square

Reports to: Mikalee Simpson



About the role

The role will require you to be actively out and about within the Borough daily, meeting residents and visiting properties that are of interest to us in helping maintain and update accurate databases for billing purposes.

You will arrange appointments with homeowners, landlords, property agents, tenants, contractors, and business owners, when requiring access to their premises. You will also need to liaise with other agencies and departments, such as the Valuation Office Agency, Building Control and our Planning Department, all of whom whose input feeds into this position.

You will need to be decisive and confident in your decision-making ability and have an awareness of the processes and legislation relating to both Business Rates and Council Tax administration.

The role may also require you to undertake other duties as necessary to ensure our records reflect the position on the ground, ensuring we maximise income and reduce outstanding arrears.

You will be dealing with the public, mainly face to face and as an Inspector must be competent and knowledgeable regarding liability, discounts, exemptions and reliefs that they may or may not be entitled to. In doing so, you will be expected to deliver a high quality, professional, customer focused service and ensure all residents are treated in an equitable manner.

Regular inspections will also be required for sites that have been given planning permission, be it new builds, alterations or developments, where you will need to monitor their progression to establish an effective date of entry, for when they can be brought into the valuation list.

The things you'll achieve

- *Be able to manage and plan for your inspection cycles within an allocated geographical location.*
- *Be able to prioritise case sensitive work, especially those with the biggest financial impacts.*
- *Produce clear concise reports, which are easy to understand to the requestor. They should detail all the facts from your visits and in turn, you understanding the importance photographic evidence brings to them, in determining what situations require it.*
- *Work in conjunction with Developers, Planning and in turn the Valuation Office Agency (VOA), which will require you to be assertive with those you are in contact with and their appointed Agents in issuing Completion Notices, to bring properties into the rating list.*
- *Embrace new technology and bring an innovative approach to the role to deliver improvements in service delivery, which we constantly look to review and by doing so, achieve best practice across the section.*
- *Working collaboratively across the service and Council, building and developing working relationships with colleagues to help achieve your targets and support them with any assistance you can provide in return.*

About you

Experience

- *Practical experience of Council Tax and Business Rates, with a good knowledge of all the relevant principles and procedures governing it.*
- *Excellent IT and communication skills*
- *Ability to act professionally and communicate patiently but effectively.*
- *Attention to details and the ability to write clear, concise reports, which will hold up to scrutiny.*
- *Experience of prioritising own workload with minimum supervision and ability to adapt to changing priorities and demands in a pressurised environment (due to the nature of income collection)*
- *Ability to conduct difficult conversations, when inevitably some of those you are visiting disagree with your findings.*
- *Enthusiasm, friendliness and confidence*
- *Ability to work well under pressure and to tight deadlines.*
- *Ability to work both independently and as part of a team.*

Other important information...

People management

There will be no management responsibility with this role.

Work environment

Whilst the service is based at 5 Pancras Square, the role will require you to be out daily within the Borough carrying out your inspections. One day a week, will be office based and there is the option to homework, when your attendance at the office is not required for team collaboration.

Who you will be working with

You'll be joining the Data Accuracy team and working alongside 4 other inspectors across the Borough. Your team manager will be Mikalee, you will be reporting to her directly and dealing with colleagues across Council Tax & Business Rates, as well as those in Planning & Contact Camden.

The application process

You will be invited to an interview if your application is successful and asked a series of questions to draw on your experience and suitability for this role.

Who we are

Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

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.

Asking for Adjustments

Camden is committed to making our recruitment practices 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

