

# BUSINESS RATES OFFICER

**Salary Range:** £37,716 - £42,392

**Grade:** Level 3, Zone 1

**Location:** 5 Pancras Square, London, N1C 4AG

**Reports to:** David Drennan (Business Rates Team Manager)



# About the role

As a Business Rates Officer, you'll be managing a large working group of Business Rates accounts and associated Business Improvement District (BID) Levy accounts. Ensuring the Council delivers an effective billing, collection, and recovery process. You'll take a customer focused approach to maximising revenue for the organisation, making sure we meet our legal and statutory requirements.

You'll provide a professional and proactive service by responding to a variety of correspondence and taking telephone calls. Alongside this, you'll identify and develop recovery action against businesses all the way through the recovery process. This will require you to attend and represent the Council at both Magistrates Court and the High Court, including virtual hearings.

This role can be challenging, as you'll be managing a range of queries relating to billing, collection, and recovery. However, you'll be playing a crucial role in supporting the Council in maximising its resources to deliver the best possible outcomes for our residents.

This post is exempt from the Rehabilitation of Offenders Act.

# About you

We're looking for someone with excellent analytical, literacy, and written communication skills with knowledge of IT applications and software. You'll be working in a fast-paced environment, with the ability to work flexibly, balancing competing priorities and meeting deadlines. You'll be able to tactfully deal with a wide range of stakeholders both internally and externally, as well as using problem solving skills and initiative to provide a customer focused support service.

IRRV qualified or previous technical experience gained from having worked in a Business Rates customer focused environment. An understanding of and experience of compliance with data protection/sharing and audit/financial standards.

More broadly, you'll take the lead in identifying improvements to processes and systems, while effectively working as a team member to deliver our shared purpose.

# The things you'll achieve

Assist with the administrative and legislative procedures required for the effective collection and recovery of Business Rates.

Professional competence in dealing with all aspects of internal and external customer enquiries and to ensure that all customers receive a courteous, approachable, helpful and professional service.

Work as part of a team dealing with the administration of Business Rates and to co-operate with other departments and teams to meet the service requirements.

Work to increase the collection of business rates.

## Other important information...

### **People management**

None

### **Work environment**

It will be hybrid working. Based at home apart from Thursday's, where you'll be required to work from our main offices at 5 Pancras Square, in Kings Cross.

### **Who you will be working with**

You'll be joining a wonderful team of business rates officers and reporting to David, Business Rates Team Manager. You'll also work closely with colleagues in the Data Accuracy Team and occasionally staff from across the organisation.

### **The application process**

If shortlisted for an interview, you will be notified within five days of the closing date and it will be a competency-based interview.

# 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](mailto:resourcing@camden.gov.uk)

