

## Job Profile

**Job Title: Business Rates Officer**

**Job Grade: Level 3 Zone 1**

**Salary Range: £31,434 - £36,110**

### 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 businesses in Camden and ensuring the Council's financial security through the fair and effective collection of business rates and BID levies. It will deliver a service that is customer focused, awards reliefs and exemptions fairly, has proportionate and effective debt collection and delivers a right first time approach to billing.

### About the role

1. To manage caseload assigned of business premises (usually around 2,000 business rates hereditaments and their associated BID accounts, but subject to change to meet service needs) accurately and timely through the billing and recovery process.
2. To ensure all written correspondence and telephone calls are dealt with in a polite, accurate and timely fashion to ensure bills are issued right first time, including the awarding of eligible reliefs, to reduce the risk of delays in collection due to erroneous billing.
3. To attend and represent the Council at both Magistrates Court and the High Court, as required - including virtual hearings. This will involve negotiating payment arrangements, providing advice to potentially challenging debtors or their representatives and may also require you to provide evidence under oath or serve as an expert witness (using your specialised Business Rate knowledge), where required, to defend the Councils interests
4. Work with peers across the Council as part of the Councils single view of debt strategy to ensure joined up working and effective debt collection and business assistance (where appropriate) to break down silo approaches that creates barriers and confusion. This may also involve working with third sector agencies.

5. To undertake regular proactive outbound calling campaigns aimed at early intervention and debt prevention to resolve issues, agree affordable repayment plans, prevent avoidable costs being incurred and ensure the liability is correct (i.e., they have claimed all the discounts, exemptions and reliefs like Council Tax Support they may be entitled to)
6. To ensure the business rates rating 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 rateable values are adjusted as a result of formal notification from the valuation office agency that the list requires adjusting and the processing of any new charges or refunds (subject to approval routes). You may be required to perform a reconciliation of the rateable values and addresses on our systems (not only Civica itself but LLPG and other databases such as planning) against Valuation Office Agency data to ensure they balance, and missing properties or incorrect rateable values are identified.
7. Ensure that once Liability Orders are obtained, the appropriate recovery action is taken including liaising with other departments such as commercial rent if joint action is being undertaken. You will also be responsible for ensuring Enforcement Agent payments are allocated correctly and that Enforcement Agents are advised in a timely fashion of any direct payments received so they enforce accurate remaining balances only. You will be responsible for setting and monitoring special payment arrangements in line with Council policies to balance affordability vs risk to the Council financially of longer-term arrangements. You will manage caseloads that are also going through bankruptcy/liquidation/insolvency proceedings and dealing with internal and external practitioners and solicitors but will also be responsible for identifying and flagging cases that may require the Council to instigate these proceedings.
8. You will be the sole contact for a designated BID area from within the borough. You will provide support and information on invoicing, recovery cycles, disputes and payments in accordance with the terms of the individual operating agreement in place with that BID company.
9. Provide support to the property inspectors (relating to their commercial visits only), in terms of administration support such as contacting customers regarding visits, writing completion notices, section 44a requests, queries they may call you about whilst they are at a property they have been instructed to undertake
10. Tackle larger debtors and tax avoidance cases including working with appropriate internal (legal, sundry debts) and external stakeholders (enforcement agents, solicitors / insolvency practitioners) to bring the cases to a conclusion
11. Identifying areas for service improvement and supporting implementation of projects
12. 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 Business Rates 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. Personal resilience when faced with challenges

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

Customer service focus with good interpersonal skills to forge relationships, negotiate and professional standards.

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, including attendance at court.

## **People Management Responsibilities:**

None

## **Relationships:**

Businesses, agents and landlords

Colleagues from across the service

Contact Camden and other council services including property, IT, legal, inclusive economy etc

Courts and tribunals

VOA, GLA,

## **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,