

## Job Profile

**Job Title: Council Tax Officer**

**Job Grade: Level 3.1**

### **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 delivering an effective and efficient collection of Council Tax. Council Tax plays an increasingly important role in the Council's finances so it is essential that the Council achieves its expected collection rate whilst supporting those residents struggling with debt in a fair and proportionate way.

### **About the role**

1. To ensure all those that have not paid their council tax liability are provided with a fair, transparent and proportionate recovery strategy that is based on accurate, up to date information, an understanding of propensity to pay and identifies those that can and can't pay early to avoid unnecessary escalation of debt and charges
2. For those that cannot pay or need help to pay, ensure early intervention and signposting to support including Council Tax Support, other forms of hardship assistance, wider welfare and benefits advice and by agreeing affordable and sustainable repayment plans. Take cases where people are not engaging and/or choosing not to pay through appropriate recovery measures like utilising enforcement agents, issuing attachment orders for earnings or benefits, and escalating cases for bankruptcy or charging order where appropriate.
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 Council Tax 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 resident assistance (where appropriate) to break down silo approaches that creates barriers and confusion. This may also involve working with third sector advice agencies, particularly where a resident has debts outside the Council that they need assistance with, such as loans, credit cards, rent arrears, etc.

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. Provide support to the Council Tax Assessment team and Contact Camden teams in processing correspondence during busy periods to ensure cases being progressed to summons stage and onwards are accurate to prevent wasted recovery action and costs.
7. Tackle larger debtors and tax avoidance cases including working with appropriate internal (legal, business rates, sundry debts) and external stakeholders (enforcement agents, solicitors / insolvency practitioners) to bring the cases to a conclusion
8. 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
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 with good interpersonal skills.

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 and negotiation skills 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 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,

Head of Council Tax,  
Business Rates and  
Benefits (L6.2)

Business Rates & Accuracy  
Service Manager (5.2)

Business Rates  
manager (4.2)

9 x Business Rates  
officers (3.1)  
1 x apprentice

Data Accuracy  
manager (4.2)

5 x inspectors  
(3.1)  
2 x Data  
Accuracy  
officers (3.2)  
2 x Council Tax  
Officers (3.1)

Council Tax & CTS Service  
Manager (5.2)

Council Tax  
Assessment  
Manager (4.2)

5 x Council Tax  
Officers (3.1)  
4 x Council Tax  
Assessment  
Officers (3.1)

Council Tax  
Recovery  
manager (4.2)

6 x Ctax  
recovery  
officers (3.1)  
2 x Document  
officers (2.1)

Housing Benefits Service  
Manager (5.2)

HB Legacy  
manager (4.2)

8 x Benefits  
Assessors (3.1)  
2 x Policy/  
appeals officers  
(3.2)

0.5 FSM officer  
(2.2)

3 x Benefits  
Assessors (3.1) to  
be seconded to  
Hardship team)

HB Transition  
manager (4.2)

8 x Benefits  
Assessors (3.1)  
3 x Benefits  
Assessors (3.1)  
DWP accuracy

1 x  
Senior  
Subsidy  
Officer  
(4.1)

1 x  
Subsidy  
officer  
(3.2)

Posts focused on specific activity

Proposal to move 0.5 FSM officer (2.2) to School Admissions team