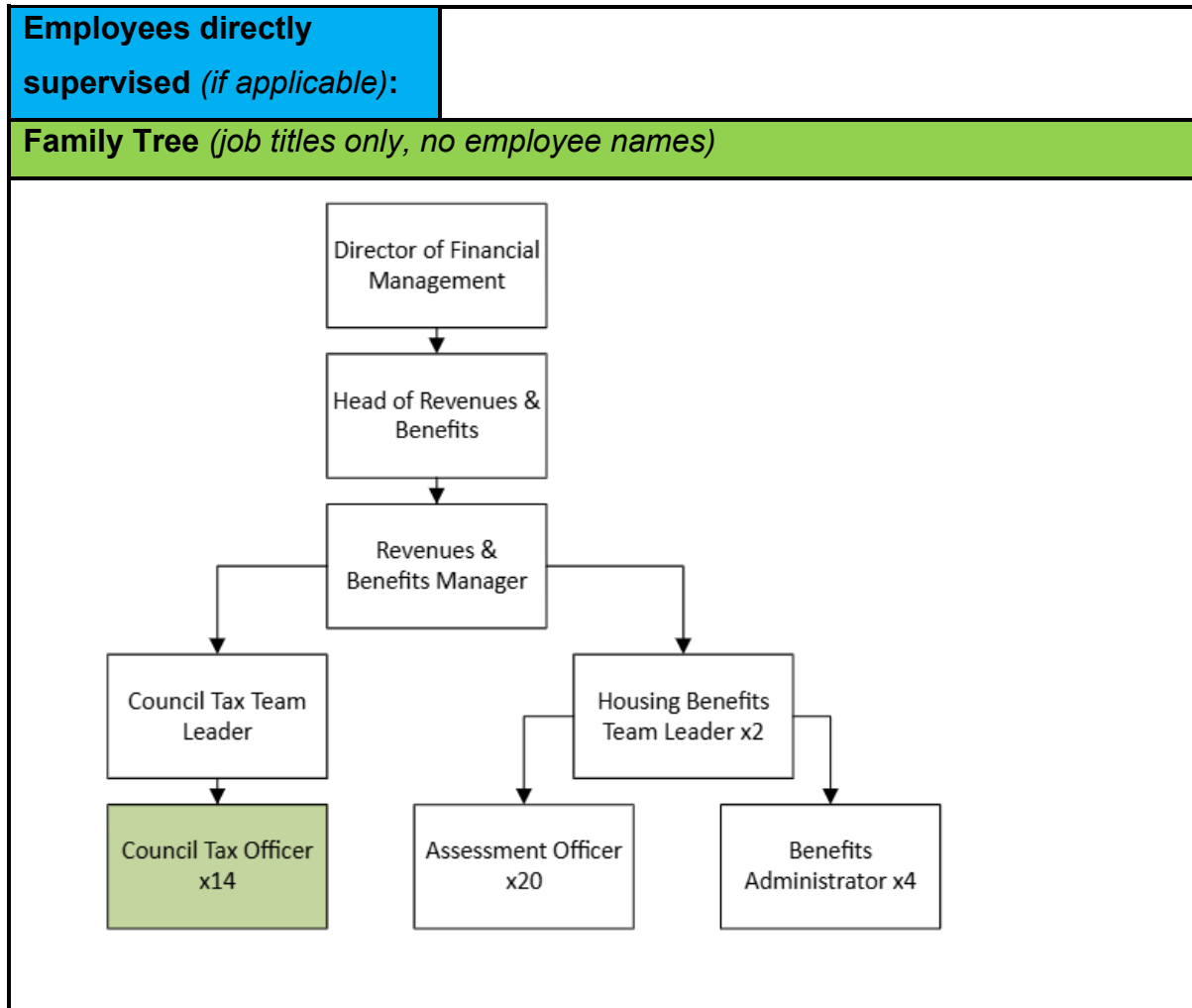


JOB DESCRIPTION

Job Title	Council Tax Officer
Directorate	Financial Management
Service	Revenue & Benefits
Grade	E



1. JOB PURPOSE:

In this role you will be responsible for delivering an excellent, inclusive customer centric Council Tax collection service that makes it easy for residents to pay the correct Council Tax.

You will be a direct point of contact for residents on all Council Tax related queries, ensuring an excellent customer journey, and for dealing with all aspects of the collection and recovery of Council Tax, from billing to summons.

2. DESCRIPTION OF DUTIES:

1. To deal with routine and non-routine correspondence, ensuring that our response is customer friendly and in conformance with the documented procedures and work instructions.
2. To update the Council Tax database in accordance with appropriate legislation and information security guidance, ensuring that all input conforms to the documented quality targets.
3. To action system reports within prescribed time frames to ensure customer data is correct and to ensure the correct Tax is collected from residents.
4. Consistently deliver an excellent experience for customers, ensuring first time resolution whether by telephone, face to face, email, web-based, text or written response.
5. To assist and decide in the selection and preparation of cases to be brought before the Magistrates' Court, and to assist at Court hearings.
6. To despatch and action post-summons documentation within prescribed time frames.
7. To action refund applications within prescribed time frames.
8. To be conversant with Council Tax legislation and case law.
9. To liaise with internal and external departments, such as the Benefit Service, Parking and Valuation Tribunal as well as other stakeholders such as CAB and solicitors.
10. Processing telephone payments.
11. To assist in all projects and initiatives relating to service delivery
12. To assist in staff training and development within the Council Tax office

SELECTION CRITERIA/PERSON SPECIFICATION

Job Title:	Council Tax Officer
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Conditions to Note:

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Values & Behaviours

The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours.

A	Equal Opportunities Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.
B	Qualifications Strong written and verbal communication skills in English, with the ability to demonstrate equivalent experience.
C	Skills; Experience and Attitude • Knowledge and experience of working in a Council Tax Service in a large, fast-paced complex organisation. • Knowledge of national Council Tax legislation, policies, standards and initiatives relevant to local government and this role. • Excellent communication skills, including the ability to distil complex concepts for the easy consumption of difference audiences including delivering effective training sessions as necessary • Ability to analyse and interpret complex data • Ability to prioritise own workload and that of a large team to meet deadlines in a fast-changing environment • Track record of developing and implementing effective schemes for monitoring, managing and consistently achieving high levels of performance and quality in service delivery

	Experience of front-line customer contact (by phone and in person) and ability to handle difficult situations. • Highly motivated and proactive with a positive attitude towards change. • High level of flexibility and adaptability
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Our Values & Behaviours	
D	PUTTING COMMUNITIES FIRST • We put local people at the heart of decision making in everything we do. • We seek to include and involve: all voices matter. • We provide quality services that are responsive, effective and efficient. • I actively support the council during significant emergency responses, always prioritising the needs of our residents. This may involve my participation in emergency efforts and, in exceptional circumstances, being redeployed to assist wherever I'm most needed. The following examples are indicators of effective behaviour: • I actively involve and include the communities that I serve in my work. • I shall reflect the views of the communities in my daily work. • I shall improve the service I provide through seeking feedback from others. Our residents will feel that: • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input
E	RESPECT • We listen to everyone and value the personal experiences of people in our communities and of each other. • We adopt a fair, and involving approach regardless of any way in which an individual is different to us. The following examples are indicators of effective behaviour: • I adapt my approach to take account of all differences and cultures in the community and with colleagues. • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. • I communicate in a way that is respectful, encourages involvement and meets people's needs. Our residents will feel that: • I feel my culture and background are respected. • I have confidence that action is being taken. • I feel I am being treated fairly.
F	INTEGRITY

	• We act with openness, honesty, compassion, responsibility and humility. • We let people know what we are doing and communicate why and how decisions have been made. The following examples are indicators of effective behaviour: • I demonstrate empathy in my interactions with others. • I am honest and transparent about the decisions I take. • I follow through on the actions I say I will take and take ownership for communicating the outcome. Our residents will feel that: • I am told when something is not possible and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued
G	WORKING TOGETHER • We work together and in partnership with everyone that has an impact on the lives of our residents. • We want to understand, learn from each other and continually adapt. The following examples are indicators of effective behaviour: • I work with others to provide an effective service for residents, local communities and other departments within the Council. • I seek ways to work with other departments to deliver a seamless service and find opportunities to improve. • I seek out opportunities to learn from my colleagues and build on good practice. Our residents will feel that: • I can get my issue resolved without being passed around departments. • I find it easy to access the services that I need. • I feel the Council is open to new ideas.