

# Job Description



**PSPS**  
Public Sector Partnership Services Ltd

<b>Job Title</b>	Council Tax Officer	<b>Post No</b>	
<b>Job Grade</b>	3-4 (£16,763 - £22,159)	<b>Location</b>	Manby or Spalding
<b>Reports to</b>	Council Tax Team Leader		
<b>Responsible for</b>	<b>Budget</b>	No	
	<b>People</b>	No	
	<b>Estates/Facilities/Hardware</b>	No	

## Organisational Context

PSPS is a Local Authority Trading Company (LATCo) which is wholly owned by East Lindsey District Council and South Holland District Council and has main offices in both Manby and Spalding alongside several Customer Access Points.

PSPS provides a range of front and back office services to our Local Authority clients and our mission is that *'Together, we will provide high quality professional services, which achieve outstanding performance, satisfaction and confidence for our customers, communities and colleagues'*.

PSPS is focused on Service Delivery, Transformation, Engagement, People and Performance.

PSPS has a range of policies that have been specifically developed to support our people in achieving a positive work-life balance.

PSPS are proud to be a Family Friendly Employer and Disability Confident.

## Job Purpose

The Revenues and Benefits service is responsible for the professional, timely and accurate billing, collection and recovery of monies due, and for the processing and payment of Housing Benefit and Council Tax Support on behalf of our clients, East Lindsey District Council and South Holland District Council.

The service is responsible for the following key functions:

- Council Tax
- Business Rates
- Credit Control (sundry debtors)
- Housing Benefit Overpayment recovery
- Housing Benefit and Council Tax Support

The role of the Council Tax Officer is to provide an efficient service maintaining customer accounts in accordance with statutory provisions and local procedures, maximising revenue and minimising loss for our client Councils, at the same time ensuring that contact with customers and clients is conducted with a high degree of professionalism.

The Revenues and Benefits service has main offices in both Manby and Spalding. Whilst the Council Tax Officer will be based at one of these locations, all training will be carried out in Manby.



Thereafter, occasional travel between both locations may be required.

## Summary of Key Accountabilities and Responsibilities

- Provide a comprehensive processing function for the timely and accurate administration and maintenance of Council Tax accounts from the creation of properties and accounts through to recovery and enforcement of monies owed.
- Maintain a sound knowledge of Council Tax legislation, including keeping up to date with Government led changes, and local policies.
- Make timely and accurate decisions on entitlement of Council Tax discounts, exemptions and reductions by applying the correct regulation and policy.
- Adopt a case ownership approach when dealing with a customer, including reporting and liaising with third parties.
- Identify, and ensure appropriate case management in situations of vulnerability, including signposting individuals to seek appropriate advice and guidance.
- Ensure timely and accurate action relating to Direct Debit instructions, including setting up new accounts, amendment of existing instructions, processing BACS errors and warnings lists.
- Administer Council Tax refunds.
- Maximise the recovery rate in respect of all income due from Council Tax by pursuing the most effective form of action available in order to secure the payment of these debts.
- Be proactive in maximising collection and recovery of debt, including participation in targeted activity such as telephone call campaigns.
- Attend Magistrate's court as and when required in order to deal with council tax customer enquiries.
- Monitor cases where liability orders have been obtained taking the most appropriate action to recover outstanding arrears.
- Liaise with relevant internal and external stakeholders in order to obtain appropriate information in respect of Council Tax liability and recovery.
- Deal with customer enquiries received in writing, face to face and by telephone by providing accurate information in a polite, friendly and efficient manner providing a high level of customer care.
- Identify irrecoverable debt, and be able to be able to compose full factual information and evidence to support any recommendation for write off.
- Use best practice and respond to all requests and enquiries in a professional, timely and effective manner.
- Carry out all other roles or task that are consistent with the level of this post, or that fall within the

Internal Relationships	External Relationships
<ul style="list-style-type: none"> <li>• Employees and Team Leaders across the Revenues and Benefits service</li> <li>• Customer Contact team members</li> <li>• PSPS management and colleagues</li> <li>• Head of Revenues and Benefits</li> </ul>	<ul style="list-style-type: none"> <li>• Customers, their representatives and stakeholders</li> <li>• Client Councils Employees</li> <li>• Council departments and Elected Members</li> <li>• Courts</li> <li>• Enforcement Agents</li> <li>• Valuation Office Agency</li> </ul>

broad spirit or scope and purpose of the role, supporting the delivery and transformation of the Revenues and Benefits service.

Person Specification & Selection Criteria	Essential (E) or Desirable (D)	Application (A) Interview (I) Presentation (P)
<b>Qualifications</b>		
GCSE level C or above in English and either Maths or a similar science	E	A
<b>Experience</b>		
In a local authority, or similar, Revenues or Debt Recovery service	D	A/I
Using an ICT processing system	D	A/I
Dealing with customers	E	A/I/P
Recovery of debt	D	A/I
<b>Skills &amp; Knowledge</b>		
Understanding of customer focused, service delivery role	E	A/I
Understanding of Council Tax legislation	D	A/I



Fraud Aware	D	A/I
Strong ICT skills and ability to learn new systems quickly	E	A/I/P
A high level of literacy, including computer literacy	E	A/I
<b>Competencies &amp; Personal Attributes</b>		
Ability to understand and comply with legislation and regulations in day to day work	E	A/I
Ability to be accurate, detailed and professional in approach to work	E	A/I/P
Good negotiation skills	E	A/I
Excellent interpersonal and communication skills	E	A/I/P
Ability to deliver high standards and great customer service	E	A/I/P
Adaptable and flexible in a 'One Team' environment	E	A/I
Ability to prioritise, plan and organise workload in a busy environment, responding effectively to changing priorities	E	A/I/P

**Essential requirements are those, without which, the post holder would not be able to fulfil the responsibilities of the role. Desirable requirements are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.**

<b>Author</b>	Sharon Hammond	<b>Completion Date</b>	July 2019
<b>Version/Reason</b>	V1 - New Role	<b>Review Date</b>	July 2021