

**JOB SUMMARY**

<b>Post Title</b>	<i>Trainee Visiting Officer</i>						
<b>Job Family</b>	<i>Service Delivery</i>	<b>Pay Range</b>	<i>Grade 4</i>	<b>Line Manager to others?</b>	<b>No</b>	<b>Role profile ref</b>	<i>SD04</i>
<b>Service Area</b>	<i>Revenues</i>						
<b>Line Manager</b>	<i>Debbie Vallas</i>						
<b>Location</b>	<i>Westridge Centre, Ryde</i>						

<p><b>Job Purpose</b></p> <p>To undertake visits across the Island in relation to business rates and council tax ensuring that all relevant information is obtained from visits to assist in decision making on cases at first point of contact.</p> <p>To participate in processing of billing, collection and recovery of Business Rates and Council Tax (Revenues) debts. Dealing with customer enquiries and correspondence ensuring efficiency and accountability whilst adhering to relevant legislative provisions, council policy and financial regulations.</p>			
<p><b>Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)</b></p> <ul style="list-style-type: none"> <li>To develop and maintain a generic skill set that allows the Isle of Wight Council to employ your skills, abilities and experience across the Council and its formal partnerships as needed. To provide a full administrative service within all sections of Business Rates/Revenues to ensure the effective processing of information in respect of Business Rates and Council Tax.</li> <li>Carry out visits in respect of Council Tax, Non-Domestic Rates, and Housing Benefit/Local Council Tax Support obtaining the relevant information. Making periodic inspections of all exempt/vacant properties and report findings. Conduct all visits in accordance with procedures ensuring information obtained is recorded accurately.</li> <li>Carry out inspections of new and altered properties obtaining all relevant information to enable the issue of completion notices to the liable party and Valuation Office Agency to ensure the accurate billing of Council Tax or Non-Domestic Rates.</li> <li>To identify the development of new properties for both Council Tax and Non-Domestic, monitor and maintain a record of progress, obtaining information to enable a referral to be made to the Valuation Office Agency for non-domestic rates.</li> <li>Make enquiries to trace and locate owners, residents, and former occupiers.</li> <li>To deal with requests for part occupation in relation to Non-Domestic Rates in respect of Section 44a of the Local Government Finance Act 1988 and conduct an inspection recording accurate information.</li> <li>Carry out visits in connection with verification of circumstances in relation to Housing benefit and Local Council Tax Support claims, identifying and notifying of possible fraudulent claims.</li> <li>To receive information and liaise with other departments i.e. Valuation Office Agency, stakeholders and agencies generally to ensure the provision of an efficient and effective service.</li> <li>Dealing with customer enquiries and correspondence in relation to Revenues &amp; Benefits ensuring that all information collected is accurately recorded and processed within set timescales and in accordance with relevant procedures and working practices.</li> <li>Maintain up to date knowledge of the relevant legislative provisions relating to revenues, benefits, human rights and freedom of information and applying these in all dealings with customers.</li> <li>To maintain up to date knowledge of computer systems and software for billing and collection and to use them to keep taxpayers and ratepayers records up to date.</li> <li>Working in accordance with the Council's performance management framework that expects staff to achieve performance targets for all areas of work.</li> <li>Completing periodic and annual reviews within set timescales for Business Rates/Council Tax discounts, disregards, exemptions. Maintaining accurate records to ensure reductions are awarded in line with legislation and council policy.</li> </ul>			
<b>Role Profile requirements.</b>	<b>Job specific examples.</b> (if left blank refer to left hand column)	<b>Essential</b>	<b>Desirable</b>
Reliable, responsible	<i>Ability to undertake basic functions within Business Rates/Revenues services. Undertaking annual and periodic reviews, able to manage their own workload and</i>	<b>E</b>	

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	<i>to make decisions regarding an entitlement to a reduction or discount.</i>		
Awareness and understanding of the customer's needs.	<i>Maintain confidentiality. Knowledge of customer care standards and complaints procedure, Human rights, Freedom of Information and Data Protection requirements</i>	<b>E</b>	
Evidence of practical experience in an appropriate work environment and ability to advise others on relevant issues.	<i>Experience of dealing with customers face to face, in writing and via the telephone both inbound and outbound. Good knowledge of Business Rates/Council Tax legislation and office procedures</i>	<b>E</b>	
Safe and competent use of relevant equipment / tools.	<i>Knowledge of Northgate and Civica systems</i>	<b>E</b>	
Knowledge of relevant health and safety procedures.	<i>To know your responsibilities under the Council's Health and Safety policies and procedures.</i>	<b>E</b>	
Ability to communicate clearly to build trust both one to one and with groups.	<i>Ability to deal with queries and disputes regarding entitlement to discount/reductions in relation to Council Tax liability. Accurate collection and recording of information.</i>	<b>E</b>	
Ability to follow processes, carry out and review procedures, record and monitor information accurately.	<i>Ability to interpret and apply Business Rates/Council Tax legislation dealing with customers in writing and by telephone.</i>	<b>E</b>	
Basic literacy and numeracy	<i>Ability to interpret financial information in relation to Business Rates/Council Tax</i>	<b>E</b>	
Practical knowledge of ICT systems.	<i>Ability to demonstrate use of Word and Excel.</i>	<b>E</b>	
Able to maintain accurate records as and when required	<i>Good working knowledge of Northgate and Civica and associated processes and policies within Revenues and Benefits.</i>	<b>E</b>	
<b>Role Profile requirements.</b>		<b>Essential</b>	<b>Desirable</b>
Minimum of 4 GCSE passes Grade 4-9 / A-C, including Mathematics and English or equivalent.		<b>E</b>	
Job specific Qualifications	<i>Level 4 Revenues and Benefits NVQ or Level 3 Business Administration NVQ</i>	<b>E</b>	
<b>Other Requirements</b>			
<p><i>Requirement to undertake the Level 4 Revenues and Benefits Apprenticeship NVQ or Level 3 Business Administration NVQ</i></p> <p><i>Completion of training in specific complex areas such as Discretionary Rate Reviews, Transitional Relief, VO schedules.</i></p> <p><i>Complete the basic Business rates training course A – Z</i></p> <p><i>Completion of training in council tax discounts, exemptions and rate reliefs and reductions for non-domestic rates.</i></p> <p><i>Completion of training in the recovery processes and procedures up to liability order stage.</i></p>			

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*Online courses on Communication skills and customer service, and effective time management, as instructed by line manager.*

*Completion of the above training and to have good knowledge and understanding of the above in Revenues.*

### **Organisation Structure (optional)**