

## JOB DESCRIPTION

### JOB DETAILS

**Directorate: Corporate Services**

**Post title: Business Rates Officer**

**Post number: \*\*\*\*\***

**Post grade: F**

**Section: Revenues and Benefits**

**Responsible to: Revenues Manager**

**Responsible for: N/A**

### MAIN PURPOSE OF JOB

To provide high-quality, safe, and cost-effective service to customers, ensuring prompt and efficient handling of all Business Rates-related queries and issues.

The role involves assessing Business Rates liabilities, exemptions, and reliefs in compliance with relevant legislation, case law, and council procedures, while achieving accuracy and meeting service plan clearance targets.

Key responsibilities include conducting property inspections and external visits as necessary, reviewing and updating schedules received from the Valuation Officer to ensure the accuracy of the Valuation List, and negotiating payments with businesses up to and including the application of a liability order.

The position also supports the recovery team in collecting debt from non-compliant businesses, assists in monitoring new developments and demolitions to forecast revenue accurately, and undertakes targeted reviews to ensure the continued correct application of Business Rates exemptions and reliefs.

Providing expert guidance to businesses on how their rates are calculated, what reliefs or exemptions they may be entitled to, and how to effectively manage their payments.

Advising on potential strategies to reduce business rates liabilities, including accessing discounts or reliefs like Small Business Rates Relief, Charitable Relief, etc.

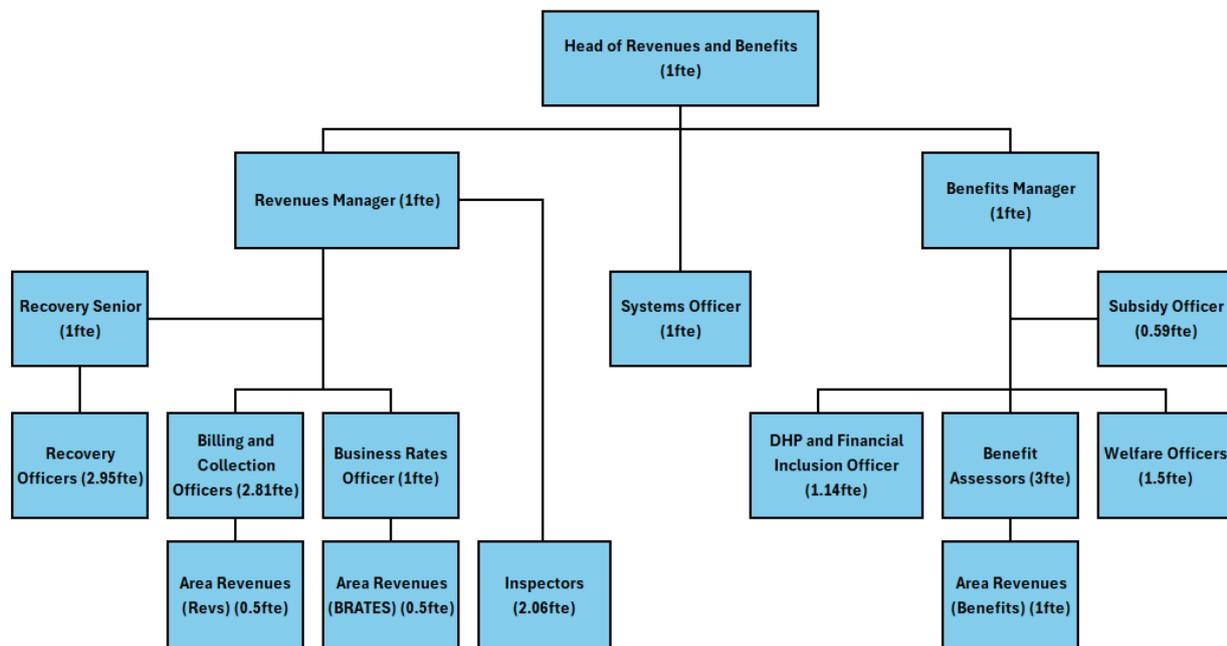
Helping businesses understand how changes in legislation or regulations may affect their rateable value or liabilities.

### SPECIFIC DUTIES

- To provide efficient and effective Business Rates billing, collection, and recovery services in accordance with the Local Government Finance Act 1988 and the Council's policies and procedures.
- The role is responsible for the accurate assessment, setup, and ongoing management of Business Rates accounts, ensuring compliance with all relevant legislation, case law, and Council guidelines.
- Key responsibilities include managing new liabilities, ensuring timely and accurate billing, assisting with the revaluation process, determining eligibility for reliefs, and maintaining accurate records of all rateable properties.
- The role also involves negotiating payment arrangements with businesses, providing support for the recovery of overdue rates, and consulting with external enforcement agents where necessary.

- The postholder will conduct targeted reviews of exemptions and reliefs, conduct site inspections, and ensure that all recovery actions, from reminders to final notices, are conducted in compliance with statutory requirements.
- The role requires effective communication with businesses, agents, and other internal teams to maximise revenue for the Council, while maintaining high standards of customer service and professionalism, particularly when managing sensitive or challenging situations with financially vulnerable businesses.
- Additionally, the role demands a thorough understanding of relevant Business Rates legislation, excellent organisational skills to manage complex and varied workloads, and the ability to interpret and communicate complex government schemes clearly to diverse audiences.
- The postholder will also support business sustainability efforts by offering guidance to struggling businesses and signposting them to appropriate support services.
- Maintain a calm, professional and courteous manner whilst dealing with business owners that are in a perilous situation due to having financial difficulties.
- To adhere to all Council Policy, in particular Equal Opportunities.
- Ensure that services are delivered in compliance with existing and new Health and Safety legislation and the Council's Health and Safety Policy and ensuring that duties are pursued in a safe manner with due regard to the health and safety of yourself and others.

## ORGANISATIONAL CHART



## KEY WORKING RELATIONSHIPS

Internal – Head of Service, Managers, Revenues department, Customer Service, Finance, Planning, Electoral Services  
External – Valuation Office Agency, HMRC, Ratepayers, Business Representatives, MP's, Landlords, Counter Fraud and Enforcement Unit (CFEU), other support networks

## RESOURCES

Access to confidential or sensitive data required to determine eligibility to Business Rates discounts, reliefs and exemptions must be treated securely and in line with GDPR.

The post holder will have a responsibility to determine the correct liability for all business rated property within the Borough and ensure fraud and rate avoidance is treated within current regulations.

The Business Rates Officer will be responsible for signposting Businesses to other avenues of assistance to help with their current circumstances, ensuring businesses receive any discounts/reliefs or exemptions they may be entitled to.

## PHYSICAL DEMANDS

The role will involve a significant amount of desk-based work, where you may be required to sit for extended periods.

During this time, you will perform telephone and reception duties, interacting with clients, answering queries, and providing assistance.

The role demands attention to detail and the ability to manage calls efficiently while maintaining a professional and approachable demeanor.

A key part of the role will be conducting regular site visits and inspections to verify the accuracy of data. These visits will involve meeting with local businesses, reviewing properties, and gathering information to ensure compliance and accuracy in our records.

The post requires a keen eye for detail, the ability to work independently, and the flexibility to move between office-based tasks and visits.

## MENTAL DEMANDS

To assist ratepayers within the Borough by providing efficient, empathetic, and effective Business Rates services, including billing, collection, and recovery actions in accordance with the Local Government Finance Act 1988 and the Council's policies and procedures.

The role requires managing complex and sometimes challenging customer situations, including negotiating payment arrangements and addressing difficult conversations, often involving vulnerable or financially struggling businesses.

The postholder will be responsible for assessing and managing Business Rates liabilities, exemptions, and reliefs, ensuring compliance with legislation and Council policy, and working to tight deadlines.

The role requires a high level of interpersonal skill to manage customer expectations and provide clear, concise explanations of complex and frequently changing legislation, ensuring that information is communicated effectively to residents, business owners, representatives, and landlords.

A key aspect of the role involves negotiating payment arrangements, balancing the debtor's circumstances with the Council's need to collect outstanding income, and escalating cases when necessary for further recovery action.

The postholder will also need to remain calm and compassionate in high-pressure situations, often dealing with conflict and confrontation, while maintaining a professional and confidential approach.

The role demands a high level of initiative, decision-making skills, and the ability to prioritise workload to meet strict deadlines.

The postholder will also need to identify and handle safeguarding concerns, reporting such issues in a sensitive and confidential manner as required.

The role is supported by the Revenues Manager and Head of Service but requires significant independence and good judgment to resolve cases and maintain efficient service delivery.

The postholder will ensure the timely billing and collection of Business Rates, while providing crucial support to businesses and residents, particularly those facing financial hardship.

## **WORKING ENVIRONMENT**

This hybrid role offers a balanced work arrangement, with 60% of your time spent in the office and 40% working remotely, giving you the flexibility to manage your workload effectively while maintaining strong team collaboration.

The post will be part of a close-knit team that values collaboration, open communication, and mutual support. Regular in-office days will give you the opportunity to engage directly with colleagues, share insights, and contribute to team success.

The postholder will have the opportunity to make regular visits to businesses within the area to discuss liabilities, ratable values, and outstanding enquiries.

This is a client-facing role that requires effective communication skills and the ability to remain calm and confident when discussing complex matters. The goal will be to foster constructive conversations and resolve any concerns effectively.

As part of the role, you will be asked to provide occasional duty cover, which could include face-to-face visits from residents at the office. These visits will involve addressing queries and providing assistance as needed, requiring you to be approachable, clear, and empathetic.

## **ALL STAFF RESPONSIBILITIES**

To adhere to all Council Policies, in particular Equal Opportunities.

To undertake any other duties properly assigned from time to time by your line manager which are appropriate to the grade and character of the post.

To be committed to the principles of equality, diversity, and the ability to treat everyone who you encounter dignity and respect.

Tewkesbury Borough Council is committed to the principles of safeguarding and promoting the welfare of all children, young people, and vulnerable adults; therefore, all employees have a responsibility and duty of care to report safeguarding issues they become aware of or witness.

## HEALTH AND SAFETY

Ensuring that services are delivered in compliance with existing and new Health and Safety legislation and the Council's Health and Safety Policy and ensuring that duties are pursued in a safe manner with due regard to the Health and Safety of yourself and others.

## PERSON SPECIFICATION

QUALIFICATIONS	ESSENTIAL	DESIRABLE	ASSESSMENT METHOD
A good basic education including English and Math's	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form
IRRV Tech	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form
NVQ or similar qualification in customer services	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form
EXPERIENCE	ESSENTIAL	DESIRABLE	ASSESSMENT METHOD
Proven experience working in a similar role where decisions are bound by regulations/law	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application and interview
Experience of working within a Revenues and Benefit, financial environment, or other government department	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application and interview
Proven experience in a customer contact environment with a focus on high-volume interactions.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application and interview
Evidence of decision making and working independently in a similar role	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview
Experience in a similar administrative role managing elevated levels of data	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application and interview
Previous experience of managing sensitive data and a good understanding of GDPR	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application and interview
Experience of working within a debt advisory role	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Interview
SKILLS	ESSENTIAL	DESIRABLE	ASSESSMENT METHOD
Excellent communication skills, including the ability to manage customers understanding of complex legislation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application and interview
Ability to communicate complex legislation clearly in writing/email	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application and interview
Ability to work to a high degree of accuracy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application and interview
Excellent organisational skills, including the ability to prioritise tasks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application and interview

Ability to work in a demanding environment with pressure to meet deadlines.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application and interview
Strong analytical and critical thinking skills with the ability to identify issues and implement appropriate solutions.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application and interview
<b>BEHAVIOURS / ATTRIBUTES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>ASSESSMENT METHOD</b>
Builds effective and professional working relationships with staff, customers, internal and external stakeholders	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application and Interview
Embraces and helps to support others through periods of change	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application and Interview
Remains fair and consistent	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application and Interview
Excellent attention to detail and the ability to listen and understand customers' requirements	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview
An excellent team player, to be able to work collaboratively and supportively with colleagues	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview
A positive attitude to change and the ability to support others	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview
Commitment to own development and a willingness to undertake training where required	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview