

## Tax Base Officer

- Service area: Resources
- Grade: Scale 6
- Reports to: Taxbase Maximisation Manager
- Your team: Taxbase Maximisation

## Our mission

We are determined to create a more equal Islington, where everyone who lives here has an equal chance to thrive.

To do this, everyone who works at Islington Council lives by a set of values which guide us in everything that we do: collaborative, ambitious, resourceful, and empowering. They spell out 'CARE', which is what we think public service is all about.

[Watch our video](#) to hear more about our mission and how you can help us achieve it from the Leader of the Council, Cllr Kaya Comer-Schwartz.

## Key responsibilities

1. Assist with all duties in relation to Revenues and Technical Services.
2. Use all systems available to trace absconders and assist in improving in year collection by ensuring the prompt registration of the liable charge-payer whilst assisting to keep arrears to a minimum by promptly establishing forward addresses for absconders.
3. Tracing Council Tax and Business Rates non-payers from details supplied via various internal and external sources, to maximise collection and recovery action.
4. Establish and maintain contacts with internal and external services, agents and partners to gather information to improve the tracing of customers.
5. Accurately assess and review processes in accordance with the work allocated by the team's Manager and/or Technical Officers
6. Access and update the various computer systems available on the team, including extracting relevant information in relation to inspection and tracing matters.
7. Use the systems to carry out duties in the most effective and efficient way.
8. Undertake preparation work for the Senior Investigators, including completing pre and/or post visit pro-formas.
9. With training, undertake non-complexed inspections throughout the borough for Council Tax and Business Rates purposes, as necessary.
10. Undertake an office-based support and administration function for the Taxbase Maximisation Team, to assist with maximising the potential revenue collection for the Council.

11. Carry out postal reviews in accordance with relevant process as allocated by the Team Manager and /or Technical Officers. Be aware of and carry out appropriate follow up procedures.
12. Assist in compiling reports sent to the Valuation Office Agency and other relevant reports as instructed by the Team Manager, Technical Officers and Seniors Investigation Officers and, when required, monitor their return.
13. Provide extensive support as directed by the Taxbase Maximisation Manager.
14. Recording successful and unsuccessful visits/inspections.
15. Property Land Registry, Companies House, and any searches associated with the duties of the Tax Maximisation Team.
16. Undertake support work for Investigation Officers and provide occasional support to the Recovery and Aged Debt Teams
17. Assist with the checking and updating of exception reports, message codes and other tabulations as necessary.
18. To initiate and respond to requests for intelligence and data from external stakeholders sources in accordance with current law, best practice and Council guidelines governing the collection, storage, collation and dissemination of data and intelligence.
19. Develop and maintain a good knowledge of Council Tax, Business Rates, Benefits and related legislation.
20. Have and develop awareness of potential benefit fraud. Refer fraud cases to the Investigation Team.
21. Deal with general correspondence both internally and externally and the issuing of forms, standard letters and other documents and drafting non-standard letters as necessary. Speak to customers on the telephone regarding Council tax and Business Rates matters. Ensure all the services within the area(s) of responsibility are provided in accordance with the Council's commitment to high quality service provision to the customers.
22. Use information technology systems to carry out duties in the most efficient and effective manner.
23. Collate and provide team performance information and other statistics as required.
24. Provide guidance and assistance with the training of new staff members as required.
25. Undertake the preparation of documents for Freedom of Information requests.
26. To undertake other duties commensurate to the grade of the post.

**ADDITIONAL:**

- To use and assist others in the use of information technology systems to carry out duties in the most efficient and effective manner.
- To achieve agreed service outcomes and outputs, and personal appraisal targets, as agreed by the line manager.

- To undertake training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder.
- To take minutes in meetings when required.
- The post holder is expected to be committed to the Council's core values of public service, quality, equality and empowerment and to demonstrate this commitment in the way they carry out their duties.
- Ensure all the services within the area(s) of responsibility are provided in accordance with the Council's commitment to high quality service provision to users.
- At all times carrying out responsibilities/duties within the framework of the Council's Dignity for all Policy. (Equal Opportunities Policy).

## Leadership

As a member of the council's management team, to contribute proactively to the collective leadership for the council, working collaboratively with Members, services across the council, partners and stakeholders to deliver the council's objectives and priorities.

To drive positive cultural change, embodying and promoting the values and behaviours of the council and empowering staff to reach their full potential. Ensure that the performance and development framework is effective for all staff.

To lead on and ensure the effective implementation of corporate initiatives and transformation programmes that cut across the whole or part of the council's activities.

## Resources and Financial Management

Ensure effective Financial Management, cost controls and income maximisation in an ever changing environment, fluctuating demands and priorities. Ensure resources are well managed and effectively deployed to the best possible effects assuring value for money in all activities.

## Compliance

Ensure legal, regulatory and policy compliance under GDPR, Health and Safety and in area of your specialism identifying opportunities and risks and escalating where appropriate.

## Work style

Office-Based

# Person specification

You should demonstrate on your application form how you meet the criteria. Please ensure you address all the criteria as this will be used to assess your suitability for the post.

## Essential criteria

### Qualifications

Essential criteria	Criteria description	Assessed by
E1	GCSE Maths and English or equivalent	Application

### Experience

Essential criteria	Criteria description	Assessed by
E2	Experience of working in administration	Application/Interview

### Skills

Essential criteria	Criteria description	Assessed by
E3	A general knowledge of the regulations pertaining to Council Tax, Business Rates.	Application/Interview
E4	Ability to use a wide range of IT systems related to Council Tax including Microsoft Office.	Application/Interview

E5	Numerate in order to provide/compile simple statistical information taken from reports.	Application/Interview
E6	Ability to communicate effectively with customers, organisations and other staff face to face, on telephone, in writing when appropriate.	Application/Interview
E7	Ability to set up and maintain records to a high standard and to set up and follow administrative procedures correctly, in order to ensure an efficient, effective, high-quality service is maintained at all times.	Application/Interview
E8	Ability to input data accurately onto the systems available to the Service and to check documents for accuracy.	Application/Interview
E9	The ability to monitor your own workload to make sure that any targets or deadlines you are set are met whilst at the same time maintaining high levels of accuracy.	Application/Interview
E10	Working Knowledge of the implications of General Data Protection Regulations (GDPR) including System Security.	Application/Interview
E11	Ability to deal with customers who may be confrontational, dissatisfied, angry or upset and manage such situations in a firm yet tactful and courteous manner	Application/Interview
E12	Ability to travel around the Borough in order to undertake visits.	Application/Interview

E13	Ability to pass a literacy test covering spelling and grammar.	Application/Interview
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## Our accreditations

Our accreditations include: the Healthy Workplace award; Timewise; London Living Wage Employer; Disability Confident Committed; The Mayor's Good Work Standard; Stonewall Diversity Champion; and Time to Change.

