

Job Description

Job Title	Billing and Collection Officer
Directorate	Finance & Resources
Service Area	Transactional Services
Grade	4
Competency Level	1
Salary	£27,254 - £31,022
Job Type	Hybrid
Location	Cunard Building, Water St, Liverpool
Disclosure and barring service (DBS)	Basic DBS & BPSS Check
Job Evaluation Ref No	

Job Purpose

To work within a team responsible for the administration of billing and collection of Council Tax

Directly Responsible For:

There is no staffing responsibility for this role

Directly Responsible To:

Council Tax Billing and Collection Team Leader

Main Areas of Responsibility:

- To be familiar with Council Tax regulations, Local Council Tax Reduction schemes and current processes and procedures
- Compiling and maintaining records regarding the occupation and ownership of property and Council Tax Reduction, ensuring that the correct information is extracted from letters, emails, claim forms, survey forms, service requests, etc
- Determining applications for discounts, exemptions, disregards and reductions after gathering all relevant information and verifying the circumstances of the case
- Using secure DWP systems to check, download and process confidential information
- To assist in the review of all discounts, exemptions and reductions
- Maintain the Domestic rating list as required and responding to any queries that are raised
- Setting up different payment methods as required ensuring compliance with Direct Debit rules as necessary
- To deal with customer correspondence and enquiries in person, by email, by telephone or by letter, providing an excellent, polite and courteous public service at all times
- To attend Magistrates Court to provide administrative support as and when required
- The role will require you to work on a rota basis to help cover incoming phone calls from the public
- To deal with returned mail to ascertain new contact address, update systems and send copy demand notices etc

- To monitor customer accounts in credit to ensure that the credit is genuine and is allocated appropriately to reduce arrears or refunded as necessary.
- To promote online services and support customers
- To maintain a high level of accuracy and productivity in order to achieve service targets
- To undertake any other duties as assigned by Management commensurate with the grade

Supervision and Management Responsibility:

- There is no supervisory or line manager responsibility aligned with this role.

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- The job would include using a computer and sitting at a desk for prolonged periods of time

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level 1.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.



Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Minimum of 4 GCSEs (or equivalent) at grade C/4 or above, including Maths and English or relevant experience (A)

Desirable

- IRRV Technician Certificate or willingness to work towards it

Experience

Essential

- Working knowledge of Council Tax legislation and billing/collection procedures (A)
- Experience in a customer service environment, ideally within a revenues or local authority setting (A)

Desirable

- Knowledge and understanding of City Council services
- Understanding of GDPR and data protection principles when handling sensitive personal data
- Experience using revenues systems such as Northgate, Academy, or Civica

Skills/Abilities

Essential

- High level of numeracy and literacy to manage account queries and correspondence (A/I)
- Strong IT skills, including proficiency in Microsoft Office and document management systems (A)
- Ability to interpret and apply legislation accurately and consistently (A)
- Excellent communication skills, both written and verbal, to explain complex information clearly (I)
- Good organisational skills to manage workload and meet deadlines (I)
- Effective interpersonal and negotiation skills, especially when dealing with sensitive or challenging situations (I)
- Ability to work independently and as part of a team, using initiative to solve problems (I)
- Resilience and professionalism when working under pressure or handling difficult conversations (I)

Commitment

Essential

- Commitment to safeguarding and equality, especially when interacting with vulnerable individual (I)
- Practising and promoting equality of opportunity and non-discriminatory practices (I)
- Providing a quality service to meet customer needs (I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

Other

Essential

- This post is subject to a Disclosure and Barring Service (DBS)