

**Job Description**

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| **Department** | **Chief Executive’s** |
| **Job Title** | Senior Officer Business Rates, Valuation and Support |
| **Grade** | E |
| **Primary Purpose of Job** | To provide advice and guidance to staff enabling them to make the best decisions in relation to charges, reliefs, and exemptions for business rates & system reconciliations across both business rates and council tax. Provide support and assistance to Revenues Manager. |
| **Reporting To** | Revenues Manager (Business Rates, Valuation and Support) |
| **Direct Staffing Reports** | N/A |

**Main Duties**

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| **1** | Assist with the supervision and support of staff on the Business Rates, Valuation and Support team. |
| **2** | Responsible for the review and processing of reliefs and exemptions to ensure they are verified regularly to protect the council’s income and reduce the risk of fraud. |
| **3** | Respond to customers’ applications and appeals concerning liability and awards for reductions, including hardship relief. Investigate official complaints and correspondence from MPs and councillors. |
| **4** | Responsible for collection, recovery, and valuation work across both business rates and council tax. This includes preparation of timetables, ensuring that direct debits are processed and reconciled correctly and effective recovery options are applied. Deal with the more complex valuation work and liaise with the Valuation Office Agency. |
| **5** | Provide advice to staff and customers concerning new and existing legislation for business rates. Respond to changes by making amendments to procedures and systems. |
| **6** | Prepare cases for business rates hearings in the Magistrates’ Court or Valuation Tribunal. This includes dealing with any customer and staff enquiries prior to the date of the hearing. |
| **7** | Ensure that detailed statistics are compiled so that government and management reports are completed on time. |
| **8** | Assist with system testing and processing of annual billing. |
| **9** | Have an active involvement in on-the-job training of new team members, which includes answering their queries, supporting them, helping to keep records of training provided and aiding in the maintenance of process notes. Assist in identifying development and training opportunities for existing team members. |
| **10** | Maintain an up-to-date knowledge of relevant computer systems and identify improvements that can be made. |
| **11** | Contribute to the production and review of the section’s service plan and help to deliver any improvements. |
| **12** | The post-holder will be expected to work as part of a team and contribute to the effective running and performance of the service by providing assistance and support where needed. This could include deputising for the manager in their absence. |
| **Date Job Description prepared/updated:** | **July 2025** |
| **Job Description prepared by:** | **Revenues Manager** |

**Person Specification**

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| **Department** | **Chief executive’s** |
| **Job Title** | **Senior Officer Business Rates, Valuation and Support** |
| **Stage One** | Candidates who are care leavers, have a disability, are ex-armed forces or are a carer (see Carers-Charter-FINAL.pdf (gmhsc.org.uk) are guaranteed an interview if they meet the essential criteria for the role  |
| **The Minimum Essential Requirements for the above Post are as Follows:** | **Method of Assessment** |
| **1.** | **Skills and Knowledge** |
| 1. | Must have an up-to-date knowledge of business rates and be able to demonstrate that all the training expected at the revenues officer level has been undertaken. | Application form/Interview/Test |
| 2. | Ability to organise, plan and prioritise own and other employees’ workload, whilst dealing with competing deadlines to meet deadlines and targets. | Application form/Interview |
| 3.  | Ability to interpret new legislation and guidance relating to business rates to make decisions and provide advice as well as being able to assess the impact on the service | Application form/Interview/Test |
| 4. | Must possess the skills to deliver training to support to new and existing team members. | Application form/Interview/Test |
| 5. | Ability to put effective processes in place so the section can deliver its services better seek out and deliver continual improvements in service. | Application form/Interview |
| 6. | Demonstrate good communication skills to ensure the effective giving and receiving of information with customers, team members and other sections. | Application form/Interview/Test |
| 7. | Demonstrate an ability to deal with complex enquiries from staff and customers in a sensitive manner to meet their different needs and to make decisions. | Application form/Interview/Test |
| 9. | **Competencies** – please note the council’s corporate competencies, which are essential for all roles, are below in the Core Competencies section  | Interview |
| **2. Experience/Qualifications/Training etc** |
| 1. | Experience of contact with the public as this post involves dealing with customers. | Application form/Interview |
| 2. | Experience of using IT systems, particularly Microsoft Office products. | Application form/Interview |
| **3. Work Related Circumstances** |
| 1. | All posts require the job holder to undertake mandatory training for the role and to regularly review their developmental needs in conjunction with their line manager. Development of our employees plays a key role in delivering our services | Interview |
| 2. | The Council has a framework of Values & Behaviours that guide our behaviour and decision making to help achieve our vision. All employees are expected to be mindful of these when undertaking their work. | Interview |
| **STAGE TWO** | Will only be used in the event of a large number of applicants meeting the minimum essential requirements |
| **Additional Requirements** | **Method of Assessment** |
| **1. Skills and Knowledge** |
| 1. |  |  |
| 2. |  |  |
| **2. Experience/Qualifications/Training etc** |
| 1. | IRRV Level 3 Certificate (or similar) | Application form/interview |
| 2. | Experience of using Capita (Academy) Business Rates system | Application form/interview |

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| **Date Person Specification prepared/updated: July 2025****Person Specification prepared by; Revenues Manager** |  |

**These core competencies are considered essential for all roles within Bolton Council. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period.**

**Developing Self & Others**

Promote a learning environment to embed a learning culture.  Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development. Support and promote the principles of Investors in People.

**Civil Contingencies**

Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council’s Emergency Management Plan is activated, you may be required to assist in maintaining key Council services and supporting the community.  This could require working outside of routine working hours and working from places other than your normal place of work.

**Equality & Diversity**

Uphold the principles of fairness and the Equality Act in all undertakings as a Bolton Council employee, including providing a fair, accessible service irrespective of customer’s race, religion, gender, sexuality, disability or age.

**Customer Care**

The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring & professional image.

**Health & Safety**

Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

**Data Protection and Confidentiality**

Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes.

**Fluency Duty**

Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required byThe Immigration Act 2016.

**Working Hours**

The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

**Safeguarding**

This Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure & Barring Service.

**The values of an organisation are those key principles by which people are expected to work to day to day. They’re our culture and help define what is expected of each and every one of us**.





