

**BILLING OFFICER  
GRADE 4, £18,974 TO £20,243 PER ANNUM  
37 HOURS PER WEEK, MONDAY TO FRIDAY**

- CARE Local Government Pension Scheme
- Work life balance policies
- Child Care Voucher Scheme
- Excellent training opportunities



INVESTOR IN PEOPLE

The above vacancy is now available within Revenues based at The Arc, Clowne. The successful candidate will undertake, within a team environment, a range of duties relating to the efficient administration, billing and collection of the Council Tax functions of the Authority. To be shortlisted for interview candidates **must** possess the following:-

- Good numeracy and literacy skills in order to undertake a range of duties relating to the efficient administration, billing and collection of the Council Tax functions and the authority including interpreting legislation and applying in practical situations; corresponding verbally and in writing to all members of the public and professional organisations; calculating Council Tax payable.
- Knowledge of the Local Government Finance Act 1992; Council Tax Legislation and Regulations; Data Protection Act; Freedom of Information Act.
- Proven practical experience of dealing with members of the public and other organisations.
- Proven practical experience of working within an office environment, preferably in Revenues or similar.
- Computer literacy in order to undertake daily duties.
- Ability to work within a team environment using own initiative and displaying a responsible and flexible attitude.
- Ability to work effectively and efficiently to completing deadlines, displaying tact and discretion at all times.
- Self-motivated.
- Good communication skills to explain complex issues both verbally and in writing.
- Own transport/current full diving licence to undertake home visits as required. Alternative arrangements may be agreed with applicants with a relevant disability.
- The ability to demonstrate strong customer focus and commitment to service improvements.

Our preferred method of application is online. Alternatively you can request an application pack by e-mailing [human.resources@bolsover.gov.uk](mailto:human.resources@bolsover.gov.uk). **CV's will not be accepted.** If you do not have access to the internet contact us by telephone on 01246 242424.

For an informal chat regarding this vacancy please contact Jane Lapins, Billing and Recovery Manager on (01246) 242432 or [jane.lapins@bolsover.gov.uk](mailto:jane.lapins@bolsover.gov.uk)

**CLOSING DATE: 16<sup>th</sup> October 2018**

Bolsover District Council is striving for diversity and welcomes applications from all sections of the community.



## PERSON SPECIFICATION

<b>Post Title:</b> Billing Officer	<b>Section:</b> Revenues		
<b>Directorate:</b> People			
<b>Knowledge (Essential)</b>	<b>AM</b>	<b>(Desirable)</b>	<b>AM</b>
Candidates must demonstrate knowledge of: <ul style="list-style-type: none"> <li>• Local Government Finance Act 1992</li> <li>• Council Tax Legislation and Regulations</li> <li>• Data Protection</li> <li>• Freedom of Information</li> </ul>	a, i & c	<ul style="list-style-type: none"> <li>• Knowledge of Council Tax Support</li> </ul>	a & i
<b>Experience</b>			
<ul style="list-style-type: none"> <li>• Proven practical experience of working within a Revenues department of a local authority or similar environment.</li> <li>• Proven practical experience of dealing with members of the public.</li> </ul>	a & i		
<b>Skills</b>			
<ul style="list-style-type: none"> <li>• Good numeracy and literacy skills in order to interpret legislation and apply in practical situations; communicate verbally or in writing with professional organisations; interact with members of the public; understand financial information and calculate Council Tax payable..</li> <li>• Computer literacy i.e. use of Microsoft Word, Excel, Internet, Outlook.</li> <li>•</li> </ul>	a & i		
<b>Other Requirements:</b>			
<ul style="list-style-type: none"> <li>• The ability to organise tasks and duties effectively.</li> <li>• The ability to work on own initiative, displaying tact and discretion at all times.</li> <li>• The ability to work efficiently and effectively, both as a member of a team and independently.</li> <li>• The ability to analyse situations and make decisions.</li> <li>• Good communication skills to explain complex issues.</li> </ul>	a & i		

<ul style="list-style-type: none"> <li>• The ability to demonstrate strong customer focus and a commitment to service improvements.</li> <li>• Own transport/current full driving licence to undertake home visits as required.</li> </ul>			
--	--	--	--

**Key to Assessment Methods (AM); (a) application form, (i) interview, (p) presentation, certificate check (c) (o) others**

**Equality Act 2010**

The ways in which a disabled person meets the criteria for a post must be assessed as they would be after any reasonable adjustments required had been made. In accordance with the Equality Act, candidates will be asked if they have any specific requirements relating to the selections process.

Schedule 9 Part 1.1(1) of the Equality Act also permits targeted recruitment on grounds of Genuine Occupational Requirement.

<b>Approved by:</b>	<i>J Lapins</i>
<b>Date approved:</b>	<i>25<sup>th</sup> September 2018</i>
<b>Reviewed:</b>	

## Job Description

<b>Job title</b>	<i>Billing Officer</i>
<b>Reports to</b>	<i>Billing and Recovery Manager</i>
<b>Direct reports</b>	
<b>Grade</b>	4
<b>Salary range</b>	£18,974 to £20,243

### Job purpose

To undertake within a team environment, a range of duties relating to the efficient administration, billing and collection of the Council Tax functions of the Authority.

### Duties and responsibilities

1. To undertake a range of duties relating to the Council Tax, administration, billing and collection functions in accordance with prevailing legislation and the Section's procedures.
2. To direct and assist subordinate team members.
3. To liaise as necessary with the Valuation Office and other relevant bodies.
4. To report progress and promptly report problems to the Billing and Recovery Manager
5. To undertake home visits as required.
6. To be aware of legislative changes.
7. To assist in ensuring that statutory deadlines are met.
8. To be vigilant with regard to possible fraudulent claims and to report suspicious claims.
9. To assist in writing and maintaining relevant procedure notes.
10. To be personally committed to providing a high quality, efficient and customer caring multi-functional service in a team environment.
11. To undertake any other duties commensurate with this level which may be assigned from time to time.

## Working conditions

No special working conditions on a regular basis as mainly office based. However, expected to visit people in their homes when required.

## Physical requirements

N/A

## Corporate Duties and Responsibilities

To familiarise yourself with the principles of, and key Council documents and policies relating to:

- Health and Safety at Work.
- Equality and Diversity.
- Data Protection (Employees must at all times abide by the principles of the Data Protection Act 1998 and guidance provided by the Council in the form of policies and procedures).
- Customer Service.
- Community Safety (Section 17 of the Crime and Disorder Act requires the Authority and individual employees to consider how community safety can be improved when the functions of the Authority are exercised).
- Safeguarding Vulnerable Adults
- Child Protection Policy.
- Risk Management.

This job description sets out a summary of the key features of the role. It is not intended to be exhaustive and will be subject to review (on an annual basis).

Any other duties commensurate with the grade as determined by management.

Any job description provided to you by the Council will not form part of your contract of employment.

---

<b>Approved by:</b>	<i>J Lapins</i>
<b>Date approved:</b>	<i>25<sup>th</sup> September 2018</i>
<b>Reviewed:</b>	