

## JOB DESCRIPTION

<b>JOB TITLE</b>	Local Taxation and Assessments Processing Officer (Level 3)
<b>GRADE</b>	Band F
<b>REPORTING TO</b>	Team Leader
<b>JD REF</b>	BUS0088G

### PURPOSE

Deliver specific transactional and/or administrative service to internal and external Revenues, Benefits and Personal Finance Unit customers.

### MAIN DUTIES AND RESPONSIBILITIES

- Calculate, Record and process business transactions ensuring compliance with relevant legislation and local conventions.
- Analyse and assess data /information to determine outcomes in relation to the payment and/or collection of financial transactions
- Perform data input to business support systems to record and comply with assessment outcomes.
- Inbound and outbound contact, through all media (for example, written, telephone, email and visiting customers) with customers in response to complex enquiries and advise on business transaction processes and outcomes.
- Work to well defined standard business processes to analyse information and perform related complex tasks
- Ensure documents are processed in accordance with the Council's retention and destruction policies for both manual and electronic systems e.g. scanning, filing etc.
- Be proactive in contributing to the achievement of statistical and qualitative performance targets.
- Assist in the development of the service.

### ROLE SPECIFIC KNOWLEDGE, EXPERIENCE AND SKILLS

#### Experience

- Experience of data input entry to business support systems.

- Experience of working in a customer service or office environment.

### **Knowledge & Skills**

- Excellent literacy and numeracy skills.
- Good interpersonal and communication skills.
- A comprehensive understanding of transactional processing procedures.
- Knowledge of relevant specialist legislative requirements e.g. council tax, benefits, personal finance
- Understanding of confidentiality requirements.
- Ability to analyse information and make an appropriate decision on a course of action.
- Comprehensive IT skills e.g. use of Microsoft Office etc.
- Ability to work to deadlines

## **DESIRABLE KNOWLEDGE, EXPERIENCE AND SKILLS**

### **Experience**

- Knowledge and experience of working in local government

## **ADDITIONAL INFORMATION**

Display excellent customer care skills at all times.

Work flexibly to suit the needs of the organisation.

**DATE OF APPROVAL: 18/08/22**

**APPROVED BY: MICHAEL FISHER  
HEAD OF REVENUES & BENEFITS**

