



Local Taxation Officer

Salary: Band 6, £27,363 - £31,067 p.a

37 hours per week

The Service

An opportunity has arisen in our Local Taxation team within our Revenues & Benefits service, which is part of the wider Finance and Resources directorate.

Revenues and Benefits administers Housing Benefit, Council Tax Support and bills and collects Council Tax and Business Rates.

The Local Taxation team administers the billing and collection of Council Tax.

What is the role?

Reporting to the Revenues & Benefits Team Leader, the post holder will be responsible for the administration of council tax accounts, to ensure that bills are issued in accordance with legislation, and charge payers are assisted with their enquiries. This will include guidance and support to customers that are experiencing financial hardship and will involve negotiation to reach sensible payment arrangements.

The local taxation team is fast paced, and the local taxation officer role is customer facing, and the successful candidate will, following training, interact with customers regularly. As a customer facing employee, the post holder will provide help and support through multiple contact channels including the telephone, face to face meetings at the Civic Offices and occasionally at the Magistrates Court, in addition to responding to customers in writing.

The successful candidate will receive comprehensive training covering the legislative background to council tax, and the associated processes to support the administration of the charge. This training will be office based and is likely to last several months. Following the completion of the training program there will be an opportunity for hybrid working, whereby the post holder will be able to work some days from home dependant on business needs.

Who is the person?

You will need to have:

1. A working knowledge of council tax is desirable but not essential as full training will be provided.
2. A customer focused approach to work, with good communication skills, both verbal and written. You will also have the ability to really listen to what is being said, show empathy and have a willingness to help. The

ability to provide advice in accurate, spoken English is essential for this post.

3. The ability to remain calm and professional when assisting someone who may be distressed or aggrieved.
4. An eye for detail to ensure that council tax bills are issued accurately, payment plans are assessed correctly, and advice provided to customers is appropriate for the situation.
5. Good team working skills to encourage a culture of improvement and co-operation among team members across the service, with partners, and other colleagues.
6. The ability to work and manage under pressure in a fast-paced environment to meet the service needs.
7. Good negotiating skills to assist in the agreement of payment arrangements.
8. Flexibility to adapt to the evolving needs of Revenues and Benefits and the Finance and Resources directorate.
9. A good working knowledge of Microsoft office including the ability to use the internet and online resources to obtain information and be fully IT literate.

How to apply: Please see the job profile and ensure you fully read and follow the guidance, so you fully demonstrate how you meet the points on the job profile. Please read alongside the 'How to apply' guidance on the careers page.

General Data Protection Regulation (GDPR)

As part of any recruitment process, Portsmouth City Council collects and processes personal data relating to job applicants. Portsmouth City Council is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations under the General Data Protection Regulations (GDPR).

Completing and sending an application in for a vacancy is your consent for us to process your data for the purpose of recruitment. Your data is not used in any other way and you can withdraw your consent at any point in the recruitment process and we will destroy or delete your information.

For more detailed information on what we collect, how we use, store, delete data and your rights you can access a privacy statement on our Job board.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.