



## Job description

**Job title:** Voids and Completion Officer

**Post No:**

**Grade:** Band 6

**Directorate:** Corporate Services

**Reports to:** Senior Revenues Officer

### **Purpose of the job**

To provide assistance in the demand, collection and recovery of Council Tax and Non-Domestic Rates. Inspection of new and empty properties and those undergoing structural alterations to ensure a correct and complete database for the charging of Council Tax and Non-Domestic Rates.

### **Main areas of responsibility**

- Respond to and follow up on customer enquiries and liaise with other agencies ensuring that responses are accurate and dealt with in a timely manner
- Maintain an up-to-date knowledge of the legal responsibilities of the Council regarding Billing, Collection and Recovery of Council Tax and Business Rates.
- Maintain and develop accurate data relating to accounts including data bases and filing structure using electronic, corporate systems.
- Monitor and report on information relevant to the service area including but not limited to new property developments, property bandings, evidence for valuation tribunals
- Liaise with the Valuation Office to deal with queries regarding banding of properties and reporting of new builds.

- Visit and monitor the progress of new build properties through to completion and issue of a Completion Notices in relation to domestic and non-domestic properties.
- Obtain information from Planning regarding Completion Notices issued for new builds and works carried out.
- Liaise with builders, developers, and owners of new build properties in order to obtain information.
- Inspect properties and complete applications of relevant discounts, reliefs and exemptions including disabled persons relief. Whilst also assisting with the review of any such discounts, reliefs and exemptions.
- To liaise with Building Control regarding allocating new postal addresses following the relevant application.
- To ensure the Council delivers quality services to business and residents; understanding what really matters to our customers
- Attend and complete training and development activities ensuring skills and knowledge are kept up to date with current best practice.
- Ensure compliance with all relevant Council policies, statutes, and regulations.
- Develop ideas and contribute to the overall performance of the team

The above list of responsibilities is not exhaustive. The responsibilities and duties will vary from time to time without changing the character of the post. The postholder will be expected to adopt a flexible approach to ensure the efficient and effective implementation of relevant legislation, the Council's policies and programmes.

## Values

To promote and ensure our values are embedded in all aspects of service delivery and partnership working:

- **We Care:** Valuing others and developing ourselves; committed and passionate about what we do.
- **We Innovate:** Ambitious, creative and resourceful; putting customers first and learning from feedback.
- **We Achieve:** Taking responsibility and seeking excellence; always proud to serve.

## Health and Safety

To take reasonable care for the health, safety and well-being of yourself and

others who may be affected by acts or omissions at work.

## **Equality**

Melton Borough Council has a moral and legal duty to demonstrate fairness to our community, service users and staff. We aim to ensure our services are accessible to everyone and that our employment practices are barrier free and provide equal opportunities for prospective and current employees.

## **Criminal background check**

Safeguarding children and adults is of utmost importance at Melton. This role has been identified as requiring a Disclosure and Barring Service (DBS) check. It is an obligation to disclose any cautions, reprimands or convictions and to update your manager of any changes to your status while employed.

The responsibilities and duties listed above will vary from time to time without changing the character of the post or the level of responsibility entailed. You will be expected to adopt a flexible approach to ensure the efficient and effective implementation of relevant projects, programmes, policies and procedures. Relevant NVQ to Level 2 or 3. GCSE A-C level in Maths & English or equivalent experience.



## Person specification

Developed experience in public sector, desirably within revenues environment, being able to take a proactive approach to service delivery.

Comprehensive experience in working to deadlines, being able to work under pressure and establish priorities in order to meet them.

The ability to work as part of a team, being able to communicate effectively with others both orally and in writing.

Good organisational skills, being able to implement systems and processes and produce work with attention to detail.

Breadth and depth of customer care experience.

Good awareness and up-to-date knowledge of the legal responsibilities of the Council regarding Billing, Collection and Recovery of Council Tax and Business Rates.

Understanding of and commitment to Health and Safety legislation and guidance.

Excellent working knowledge of Microsoft Office suite applications. Additional experience of RBLIVE would be desirable.

Access to a vehicle for work purposes and hold business use insurance.

### **Qualifications**

4 GCSE grade C or above or equivalent (including Maths and English).

Willingness to undertake IRRV

Full Driving Licence