

MEDWAY COUNCIL JOB PROFILE

APPRENTICE - ADVANCED

Designation: Council Tax and Business Rates Apprentice
Department: Council Tax and Business Rates
Grade: Level (3) £279.35 per week training allowance
Responsible to: Senior Council Tax and Business Rates Officer

MAIN PURPOSE OF JOB

To learn and develop the skills to effectively support the work of the Council Tax and Business Rates Team.

Tasks that will be undertaken within this role are:

- Data inputting
- Updating of systems
- Billing and collection of council tax and business rates
- Administration of direct debits
- Refund of overpayments
- General Office administration

PERSON SPECIFICATION

Qualifications

Ideally five GCSE's grade C and above (or equivalent) or have completed an NVQ Level 2 and a willingness to work towards achieving all the qualifications required to successfully complete the Advanced Apprenticeship framework.

Skills

Previous experience of using computer packages; like Word, Excel and PowerPoint is desirable.

Demonstrable ability to communicate in a manner that is easily understood and tailored to meet the needs of the audience.

Demonstrable ability to take ownership of work and fulfil agreed commitments, checking work for accuracy.

Demonstrable experience of identify potential problems and taking appropriate action.

The ability to think about alternative ways of doing things, and being open to new work practices and responsive to change.

Personal Qualities

Experience of dealing with customers in a courteous and helpful way by keeping them advised of progress and offering them a solution to their problem.

Demonstrable understanding of the process of team working and the part they play in ensuring objectives are met.

Demonstrable experience of taking responsibility for own actions and development opportunities, maintaining high levels of integrity.

A commitment to equality and diversity, accepting differences and treating everyone fairly.

3 ORGANISATION

(i) DESCRIBE HOW AND BY WHOM THE POST IS MANAGED

The post holder will be directly supervised by the Senior Council Tax and Business Rates Officer

(ii) DESCRIBE THE LEVEL OF INITIATIVE AND/OR INDEPENDENCE EXPECTED OF THE POST HOLDER

The post holder will be supervised and supported by the Senior Council Tax and Business Rates Officer. However, it is anticipated that they will develop and demonstrate a reasonable level of initiative and independence during the completion of their apprenticeship.

(iii) DESCRIBE ANY SUPERVISORY/MANAGEMENT RESPONSIBILITIES

None

(iv) JOB CONTEXT - DESCRIBE THE MAIN CONTACTS, BOTH INTERNAL AND EXTERNAL AND THE PURPOSE OF THOSE CONTACTS

The postholder will be required to liaise with the council tax and business rates team in the course of their daily work. They may also have contact via email and telephone with external customers i.e., Services users and partner organisations.

4 FINANCIAL ACCOUNTABILITIES

Apprentices have no financial accountabilities; however, they can be taught to perform any tasks associated with the department and use the council tax and business rates systems i.e., NEC Revenues and Benefits, under the supervision of their line manager.

5 WORKING ENVIRONMENT

Office based at Gun Wharf, Chatham.