

Job Description

Job Title: Rates Administrator

Reports to: Parish Secretary

Organisation: Parish of Grouville

Working Hours: 08:00 – 16:00 Monday to Friday

Annual Leave: 22 days per year (pro rata)

Salary: Grade 6 - £33,804.00

General Information:

The eastern Parish of Grouville has a population of 5,401, as at the Census 2021. There are 3,722 electors on the Electoral Roll and 2,342 on the Grouville Rates List. There are around 550 driving licences and just under 700 dog permits issued annually.

The successful applicant will be joining an administration team consisting of one part time and four full time members of staff. Additionally, as part of the administration team, they will be required to work closely with the Roads Team, incorporating a full time Foreman and Roads Person.

The smooth and efficient running of the Parish is dependant on the individual's ability to work closely with all areas of the workforce, including the municipality, who form the bedrock of the parochial system.

The post holder will be required to work occasional evenings when Parish Assemblies and other public meetings. In 2022, the Parish held seven evening Assemblies.

All administration staff are required to work on elections, which can run on until late at night.

Administration staff members are members of the States Pension Scheme.

Purpose of the Position

To provide a full rating service to the Parish of Grouville, and assist with all areas of the office administration to ensure the smooth and efficient running of the Parish at all times.

Principal Accountabilities

Responsible for the Rates Management System which involves:

- Ensuring all data is up to date and accurate, maintaining ratepayer records on the Rates Management System as required.
- Act as the main point of contact for ratepayers, answering queries over the telephone, in person, by post, email and social media.
- Ensure a sympathetic and compassionate approach is maintained to all ratepayers, customers and colleagues.
- Implement a good working knowledge of the Rates (Jersey) Law 2005.
- Work closely with the Grouville Rates Assessment Committee, ensuring that they have efficient administrative support and assist with review clinics. It should be noted that this may include evening clinics.
- When required, make amendments to rateable values resulting from assessment review clinics, formal reviews and appeal decisions.
- Provide assistance to both ratepayers and the Assessment Committee with Review and Appeal Applications.
- To provide all necessary documentation to the Supervisory Committee for any Rate Appeal applications.
- Liaise with debt collection agencies and provide them with all relevant information and take all subsequent and necessary actions following both successful and unsuccessful debt collections.
- Check and process rates payments made via BACS/standing order weekly and input the payments into the Rates Management System.
- Produce any necessary reports to the bookkeeper.
- Check that daily rates integration emails have been received.
- Set up payment plans for ratepayers.
- Maintain spreadsheets for advance rates payments.
- Process write-offs when authorised by the Parish Secretary or Connétable.
- Process property transfers and maintain the Mutations records for the Rates Assessment Committee.
- To check information publicised in various medias regarding property transfers, petty debts court, planning, new businesses, etc relevant to the Parish.
- Update occupier details on the Rates Management System provided by Andium Homes every quarter.
- Produce the draft and approved Rates Lists.
- Process all online and hard copy Annual Returns, maintaining property attributes, ratepayer details, new builds, structural alterations, etc.
- Follow up unreturned Annual Returns by phone, email and letter.
- Liaise with the Chef de Police and Honorary Police Administrator regarding Parish Hall Enquiries for unreturned Annual Returns, and prepare relevant paperwork for the Chef de Police and his team of officers.
- Generate and transfer data such as Annual Returns, Notice of Assessments, Rate Demands, Final Demands, Reminders, etc for mailings.
- Maintain archived data for rates documents in accordance with the Retention Schedule.
- Attend and minute meetings of the Assessment Committee where required.

Secondary Accountabilities

As workload of the Rates Administer will vary according to the time of year, the Rates Administer will also assist their colleagues on Administration Team with general office duties and ad hoc projects as required.

- Accurately maintain the following databases:
 - LICAR (Driving licences)
 - Deceased persons lists
 - P30 permits
 - International driving permits
 - Dog licences
 - Firearm certificates
 - Sunday trading permits
 - Burials
 - Electoral Registration System
 - Parking permits

 - The successful applicant will be expected to monitor expiry dates of the various licences and permits administered in the Parish, issuing reminder letters and renewal applications where appropriate, as well as notifying the Parish Secretary of any suspicious applications.

 - Enter payments received over the counter and by post through the till and issue receipts. Reconcile the till at the end of the day and prepare the banking.

 - Ensure that all public data is stored in accordance with the Data Protection (Jersey) Law 2018.

 - Maintain content on the Grouville.je website and social medias.

 - Assist with writing up articles for the quarterly Grouville Gazette publication, relating to Parish Hall news, where required.

 - Administer and resolve queries from the public in person, by phone, email or letter, relating to the following areas:
 - Refuse collection
 - Parish Cemeteries
 - Visite du Branchage, in accordance with the Loi (1914) sur la Voirie
 - Visite Royal
 - Licensing
 - Parish property and maintenance
 - Street cleaning
 - Road complaints
 - Trafficworx

 - If required, pay in the banking to the bank.

 - Attend and minute meetings of various Parish committees, where required.
-

Candidate Profile

- Educated to A level standard or equivalent.
- A sound understanding of rates process and legislation is essential, however full training will be provided.
- IT literate and proficient in the use of Microsoft Office products.
- Excellent written and verbal communication skills.
- Ability to deal accurately with large volumes of documentation and data.
- Excellent attention to detail.
- Ability to build and maintain relationships.
- Must be punctual and reliable.
- Ability to work to deadlines.
- Ability to communicate compassionately with different personality types. These may include, from time to time, emotional, vulnerable or irate customers in person, over the telephone and by email.
- Holder of a valid Jersey Driving licence is preferable.