		JOB DESCRIPTION	
![Cherwell District Council North Oxfordshire logo]		**Post title:**	Service Assurance - Technical Specialist Local Taxation/NNDR
		Post No:	
		Grade:	Local grade 18

Directorate:		**Department:**	
Responsible to:	Head of Revenues & Benefits and/or Service Assurance Manager	**Post No:**	
Responsible for:	Indirect responsibility for a range of internal and external 3rd Party resources	**Post No:**	

Key Objectives:	
1.	The Service Assurance Officer, under the direction of the Head of Revenues and Benefits and/or the Service Assurance Manager, is responsible for carrying out the work detailed in the client-side work programme.
2.	The post-holder will carry out a range of functions and duties to provide assurance that the suppliers are performing in accordance with overall standards and approaches set out in the service contracts and service level agreements.
3.	Primary objectives include confirming or validating that the service products or outcomes from internal and external suppliers conform to their agreed quality criteria; that they perform in accordance with the council's statements of requirements; that agreed timescales and cost profiles are being met; and that the Business Case Business Benefits and Risks remains viable.
4.	As a member of the Assurance Team, contribute to the development and delivery of service improvements for the benefit of external and internal stakeholders.

Responsibilities:	
1.	Monitoring performance of the Council Tax and NNDR service providers (internal and external) to ensure that all targets and actions included in the annual Service Plans are being achieved and report successes and any potential areas of concern to the Head of Revenues and Benefits and/or the Service Assurance Manager at the earliest opportunity
2.	To provide technical and administrative support to the administration and delivery policies of the Council's local taxation and NNDR services.
3.	To ensure that these services are delivered within the statutory framework and that the service delivery is customer focussed meeting the needs of all stakeholders.
4.	To contribute to and verify the data compiled for the completion of government returns relation to Business Rates i.e. NNDR 1 and NNDR 3; before passing to the Financial Information Team for submission of the return to the Department of Communities and Local Government.
5.	To ensure regular liaison and a productive working relationship is maintained with the relevant internal and external stakeholders
6.	To contribute to and verify the data compiled for the completion of all statutory returns, local and national performance data and benchmarking information as required by monthly PMF timetable.

7.	To monitor the growth of the council tax base to assist in predicting future potential council tax income and to prepare reports as required in accordance with budget timetable.
8.	Ensure effective liaison between the service providers and the council in regard to cases for tribunal and court action and provide the necessary background information to support such action, attending court to give evidence if required.
9.	To ensure any relevant council tax debt has been proved for the insolvency proceedings.
10.	To monitor overpayments and agree write offs for any relevant debt.
11.	To contribute to the production of the annual work programme and deliver elements allocated on a timely and accurate basis
12.	To keep up to date with all relevant legislation and report as appropriate with regard to implications for the council making recommendations in respect of any work to be done and decisions to be taken.
13.	Undertake detailed data analyses as requested and report results in an accurate and timely manner
14.	Provide information for the Service Assurance Team, operational service board, service review meetings, elected members, senior officials or the wider council as required.
This Job Description was created by	Julie Evans	**on**	3rd September 2009