**Job Profile**

**Job Title: Council Tax Apprentice**

**Job Grade:**

**About Camden**

‘Camden is building a Borough where everyone can thrive, with the aim of making it the best place to live, work, study, and visit. Not only are we home to the UK’s fastest-growing economy, but we’re also making radical social change a reality, so that nobody gets left behind. Here is where you can help drive change and contribute towards a better future for us all’.

This role is key to supporting residents within Camden and ensuring the Council’s financial security. This is achieved through the fair and effective collection of Council Tax. It will deliver a service that is customer focused, awards discounts and exemptions fairly, has proportionate and effective debt collection and delivers a right first-time approach to billing.

**About the role**

1. To learn the required technical, legislative, and procedural (including account processing) skills required to develop you into a Council Tax Officer
2. To assist the Council Tax team with tasks that will enable the timely and accurate billing and recovery of Council Tax. As your skills, knowledge and experience develop, the complexity of support you provide to the team will increase, to best place you in applying for future Council Tax officer vacancies.
3. To ensure any lists/reports and written correspondence is dealt with accurately and in a timely fashion. This will ensure bills are issued right first time, including the awarding of eligible discounts and allocation of any missing payments relating to the case being dealt with. This reduces the risk of delays in collection due to incorrect billing.
4. To complete the apprenticeship, for the duration of your contract, you will be required to ensure any online or in-person training is attended, coursework completed, and you comply with the requirements of the course. Depending on previous qualifications, this could range from a NVQ qualification to the IRRV apprenticeship for revenues and benefits.
5. Work with peers across the wider revenues service (such as Council Tax) and assist with tasks or duties that will underpin effective service delivery. This can include project work with the wider customer services division, designed to improve our customer journey for both our business and residential communities.

**About you**

Ability to use a range of IT based systems and interpret the information from them including word processing, spreadsheets, and databases.

Excellent analytical, literacy, oral and written communication skills that will enable you to engage with work colleagues and residents in the Borough.

Enthusiasm and ability to work with minimum supervision

Attention to detail and using problem solving skills to ensure you balance the requirements of the role with your formal apprentice training. This will require completion of coursework and exams depending on the provider and qualifications you undertake. You will need to show personal resilience when faced with challenges.

Ability to work flexibly, balancing competing priorities to meet deadlines with an understanding of the impact not doing this has on residents and the Council.

Understanding of why data protection compliance and data sharing is key to protecting the interests of our residents.

**Work Environment:**

Hybrid working with the expectation of the equivalent of at least one day a week in Camden.

**People Management Responsibilities:**

None

**Relationships:**

Residents, advice agencies and landlords

Colleagues from across the service

Contact Camden and other council services including property, IT, legal, inclusive economy etc

**Over to you**

We’re ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine our corporate services, and we’ll redefine what a career can be.

**Is this role Politically Restricted?**

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](http://camdocs.camden.gov.uk/HPRMWebDrawer/Record/8081811/file/document?inline).

**Diversity & Inclusion**

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page2) for more information on our commitment.

**Agile working**

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn’t.

At Camden we are proud to be one of Hire Me My Way’s inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

**Asking for Adjustments**

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG.

