



**PLACEMENT
DESCRIPTION (PD)
AND PLACEMENT
SPECIFICATION (PS)**

Standard Template

PLACEMENT TITLE:	Council Tax Assistant – Recruit- <i>Ability</i> Programme		
GRADE:	Training Allowance	SERVICE AREA:	Resources & Transformation
REPORTS TO:	Lisa Guest	LOCATION:	Civic Centre/Home Based
SPECIAL CONDITIONS:	<ul style="list-style-type: none"> • This opportunity is open to disabled applicants only • You must be new to Walsall Council (no previous/current employed status with this council) • You must be new to this type of positive action programme • Fixed-term contract for 12 months, working 18.5 hours per week. • Training allowance of approx. £11,183 per annum (based on a full-time allowance of £22,366 per annum) 		

1. Main purpose of the role:

To provide administrative support to the Council Tax Team by using IT systems to update information and dealing with enquiries.

2. Role specific duties and accountabilities:

- Updating customer details on the Council Tax system
- Replying to emails and signposting customers to use online systems
- Indexing documents using the document management system
- Supporting the visiting officer with identifying properties to visit and routes
- Monitoring accounts and learning to identify when to move to the next stage of recovery
- Any other administrative duties as required

3. Corporate duties and accountabilities:

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- Through personal commitment and clear action, the post holder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in

achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.

- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.



Walsall Council

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Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	WEIGHT CODE shows relative importance Low=1 Medium=2 High=3
Behaviours: <i>refer to corporate behaviours document</i>		
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	I	2
Leadership - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	Not Applicable	
Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	I	2
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	I	2
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	I	2
Abilities/Skills:		
An ability to use and an understanding of computer packages, in particular Microsoft Office.	A/I	3
A good attention to detail when inputting data and compiling any written information	A/I	3
Ability to learn how to use new software and develop skills	A/I	3
Ability to work as part of a team and be supportive of other team members.	A/I	2
An understanding of good customer service	A/I	3
An understanding of the importance of ensuring that data is entered, filed, and updated accurately	A/I	3
Other Essential Requirements		
An awareness of, and commitment to, equality of opportunity	I	3
Awareness of, and commitment to, confidentiality and handling data	I	3

Prepared by:	Alix Harley and Melissa Doyle	Date:	Sept 2024