

## PARISH OF ST BRELADE JOB DESCRIPTION

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<b>JOB TITLE:</b>	<b>Rates Administration Officer</b>
<b>SECTION:</b>	<b>Administration</b>
<b>REPORTS TO:</b>	<b>Parish Secretary</b>
<b>HOURS:</b>	<b>35 hours per week (with flexibility to cover some weekend and evening duties)</b>

### **Job Purpose**

To plan and coordinate the administration of rates for the Parish of St Brelade in accordance with the Rates (Jersey) Law 2005, ensuring accurate maintenance of records and efficient collection of monies owed. To support the planning, organisation and administration of the biennial 'Visites du Branchage', in accordance with the Branchage Law.

To support the smooth and efficient running of the Administration Office at the Parish of St Brelade and associated events and activities.

### **Key Accountabilities**

1. Coordinate the administration of rates for the Parish of St Brelade, distributing, receiving and checking Property Annual Returns prior to passing to the Parish Rate Assessors for assessment. Maintain and update the Rates Management System (RMS) database and associated records in accordance with returns, amendments made by Parish Rate Assessors and information received from other stakeholders so that records remain accurate and easily accessible.
2. Produce and distribute Assessment Notices and Rate Demands to all ratepayers and send payment reminders as required. Monitor, record and reconcile income received, and liaise with the Parish Secretary regarding outstanding debts.
3. Act as the initial point of contact and advice for ratepayers and other interested parties, seeking to resolve rates issues wherever possible. Chase up late returns and, where appropriate, agree payment plans with ratepayers who fail to settle their demands. Institute further action, as needed, including liaising with the Honorary Police Administrator and coordinating with the Debt Collection Agency in order to minimise the outstanding debtors at the Parish's financial year end.
4. Liaise with the Chairman of the Parish Rate Assessors and Parish Rate Assessors to ensure they are given adequate assistance and information to perform their duties effectively and in accordance with the law.

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5. Produce the annual Rate List of properties and their owners and distribute to the relevant authorities so that the information can be readily accessed.
6. Provide rates reports and management information to the Parish Secretary and Constable's Supervisory Committee to keep them fully informed and to support future decision making.
7. Support the planning, organisation and administration of the biennial 'Visites du Branchage' in accordance with the Branchage Law. Identify appropriate routes for each of the 4 Vingtaines, preparing documentation and attending the 'Visites' in order to record decisions made so that Notices of fines imposed can be prepared for issue to parishioners.
8. Maintain office files, shred and archive information, ensuring any data held or released complies with Data Protection legislation. In accordance with the Freedom of Information (Jersey) Law 2001, provide relevant, accurate and timely information, as requested, and pass to the Parish Secretary for release.
9. As a member of the administration team, undertake a range of tasks, as required, in support of the smooth running of the office and parish activities. These include, but are not exclusive to, the following:
  - i) Undertake a variety of accounting functions, both manually and on computer, ensuring monies are accurately recorded, reconciled and secured in accordance with required financial standards. This includes processing parking fines, invoicing and assisting with cashiering and banking duties.
  - ii) Undertake a range of administrative duties including writing correspondence, dealing with incoming and outgoing mail, filing, photocopying, data inputting, ordering stationery and answering the telephone.
  - iii) Provide cover at the front desk, dealing courteously and efficiently with customers and redirecting them as required.
  - iv) Assist during Public Elections, attending at Polling Stations to ensure the voting process runs efficiently, dealing with queries in connection with the Electoral Register and supporting the counting process.
  - v) Support other parish events including Parish Assemblies and social events as directed by the Parish Secretary or Assistant Parish Secretary.
  - vi) Support the data checking of information relating to motor driving licences to ensure their accuracy prior to their production and issue.

### **Knowledge and Experience**

The postholder needs to demonstrate good financial competency with excellent attention to detail together with the ability to advise and support ratepayers and other interested parties with regard to rates issues. They must be familiar with IT systems, able to update and maintain databases, including the Rates Management System, and be proficient with Microsoft applications, particularly Word, Excel and Outlook.

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Proven secretarial or administrative experience with good organisational skills and the ability to work independently, using their own initiative, are essential. They should be proactive in responding to general issues and finding solutions to administrative issues. A key attribute is the willingness to be flexible and respond to the requirements of the Administration Office.

Good communication and interpersonal skills are required when dealing with members of the public, parishioners and volunteers as well as diplomacy, patience and the ability to empathise with and feel part of the parish community.

They should have the ability to interpret and administer the requirements of the Rates (Jersey) Law 2005, the Branchage Law and other laws regularly used in the parish administration.

A good local knowledge and familiarity with Island and parish life would be advantageous.

## **Job Context**

### **Parish Hall Administration**

The Parish Hall Administration staff provide a wide range of services to the parishioners of St Brelade. The majority of the work relates to legislative requirements such as issuing driving licences, dog licences and other permits, processing parish rates and updating the Electoral Register. In addition, the parish runs a number of events including Parish Assemblies and Public Elections as well as various social activities such as fun days, lunches and fairs. Members of staff therefore need to be able to offer a degree of flexibility in their working hours to accommodate these occasions. The Parish Hall also provides a reception service to parishioners and visitors, offering advice and guidance on all aspects of parish and island life. The Caretaker takes responsibility for day to day care of the Parish Hall buildings and equipment and makes sure facilities are open and welcoming to visitors.

### **Municipal**

The Roads Team of the Municipal Section are responsible for approximately 65 hanging baskets and 40 planters around St Aubin's Village and Les Quennevais. In addition, they have care of the parish by-roads, numerous footpaths, estate gardens, lawns and plant borders around the parish. The team consists of Road Sweepers, Gardener and the Parish Foreman; they form an integral part of maintaining the visual infrastructure of the parish from carry out tasks such as cleaning the roads and gullies, cutting hedges and trees and spreading salt in case of snow.

In addition to the Roads Team, the parish employs a part time Playpark Attendant who opens and closes the Elephant Park and makes sure it is kept in a safe and tidy condition for users.

Two Cemetery Attendants are responsible for grave digging and the maintenance of the cemetery to the highest standards, working closely with the Verger and church authorities. They also attend to the land around the rectory, the car parks and other areas around the Church and Church Hall. Other duties include supporting the Verger and Rector in a range of tasks that assist the smooth running of the church facilities.

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**Honorary Police Administration**

Supporting the work of St Brelade’s Honorary Police are two further posts of Honorary Police Administrator and Parking Control Officer. The Administrator provides all the day to day support for parish policing and judicial processes, whilst the Parking Control Officer monitors the car parks and roads in the parish ensuring compliance with a range of road traffic and parking legislation.

**Church Administration**

St Brelade’s Church is a key landmark in the island as well as being a vital centre for worshippers. The Verger provides a caretaking role for the Church, Fisherman’s Chapel and other ancillary buildings on behalf of the Rector and church authorities, welcoming worshippers and visitors and assisting with the planning and preparation of the church for weekly services, weddings, baptisms and funerals.

*I confirm that the contents of the job description are a true reflection of the job as at todays date but recognise the employer’s ability to utilise my skills and experience as is necessary to fulfil the requirements of the organisation.*

Signed \_\_\_\_\_  
Postholder

Date \_\_\_\_\_

Signed \_\_\_\_\_  
Assistant Parish Secretary

Date \_\_\_\_\_

Signed \_\_\_\_\_  
Parish Secretary

Date \_\_\_\_\_