

Job Description

Service:	Revenues and Benefits
Job title:	Senior Recovery Officer
Grade:	F
Hours of work:	37
Responsible to:	Recovery Team Leader
Responsible for	
Direct reports:	0
Indirect reports:	3
Budget:	n/a

Purpose of Post:

Provide efficient and effective recovery of Council Tax, National Non-Domestic Rates (NNDR), Business Improvement Levy (BID) in accordance with Council policies and relevant legislation, ensuring key performance targets are met and providing expert support and motivation to other members.

Key Deliverables:


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1. Negotiate arrangements with customers to clear outstanding amounts. Monitor these arrangements to ensure when not adhered to prompt action is taken, to prevent financial loss, whilst having regard to the circumstances of the debtor and the policies of the
2. To represent the Council in Court proceedings in relation to Council Tax and Business Rates and Business Improvement Levy being able to present their case clearly and concisely before Magistrates and legal representatives.
3. Liaise with other sections/departments of the council, external organisations and customers as appropriate to collect outstanding debts and resolve queries in accordance with the Data Protection Act 2018.
4. To deal with any issues or queries relating to recovery of Council Tax and Business Rates from debtors, legal representatives or any other persons acting for them by telephone, in person or in writing.
5. To act as an effective team member by providing support and assistance when needed on matters that require more technical skills or knowledge Collaborate with colleagues across the service to provide a holistic service. Whilst the postholder works in a specialist area, they will interact with colleagues and customers across a range of services and will be flexible in their approach - for example, at times of peak workload or when covering staff absences.
6. Create and maintain customer records accurately, ensuring relevant information is obtained and recorded to aid decision-making, in line with relevant legislation and case law
7. Respond to queries and requests from customers via a variety of sources in a professional and informative manner
8. Provide advice and guidance to customers on topics such as budgeting and availability of welfare benefits, and signpost to relevant teams and agencies that are able to provide more specialist support such as the RAI Team, national and local debt advice and support agencies, etc
9. Assist with collation of evidence to justify decisions when faced with appeals / challenges
10. Be proactive in the prevention and detection of fraud, ensuring irregularities are referred for investigation
11. Keep up to date with changes in legislation and best practice by undertaking training, personal reading, and making use of networks and forums as required
12. Provide training on own role to colleagues as directed by Team Leader
13. Identify opportunities to improve and enhance service delivery, and work with Team Leaders and Managers to implement changes

14. Instigate appropriate recovery action swiftly, to be determined on a case-by-case basis, to ensure the most effective method of recovery is used whilst considering the customer's ability to pay
15. Issue various documentation associated with the recovery of unpaid debts in an accurate and appropriate manner, including; attachment of earning or benefit orders, referrals to Enforcement Agents, requests for insolvency proceedings etc
16. To undertake tracing activities utilising all available means to locate absconders

<p>Knowledge and Qualifications</p> <p>The minimum knowledge required to undertake this role and any qualifications or training essential for the role</p>	<p>Experience in debt recovery through the Magistrates Court</p> <ul style="list-style-type: none"> • Knowledge of Council Tax and Business Rates Legislation • Excellent telephone technique, and ability to communicate with all taxpayers whatever their circumstances or difficulties. (Equal Opportunities Awareness) • Negotiation skill and able to deal with upset or angry customers. • Strong knowledge of debt recovery processes. • 2 or more A Levels and 3 years relevant work experience or 5 Years relevant work experience • Ability to explain customer accounts over the telephone, face to face, or in writing, requiring sound arithmetic skills coupled with tact and diplomacy. • An excellent and knowledgeable team worker capable of multi-tasking and working to deadlines. This also requires a high degree of accuracy – not speed alone. <p><i>Knowledge of the NEC Revenues and Benefits systems would be advantageous</i></p>
<p>Experience</p> <p>Experience the person would need to do the job</p>	<ul style="list-style-type: none"> • Debt recovery experience including the use of Court and enforcement proceedings. • Experience of dealing with customers who may be angry or upset • An understanding of the legislative frameworks and key issues relating to billing and recovery of National Non Domestic Rates. Including recovery through the Magistrates Court • Demonstrable experience of dealing with a variety of customers •
<p>Skills and Abilities</p>	<ul style="list-style-type: none"> • Good IT skills, with ability to use MS Office products and able to construct

<p>Specific skills the applicant would need to do the job</p>	<p>written responses to customers that are clear and concise.</p> <ul style="list-style-type: none"> • Ability to present the Councils case in Court proceedings clearly and concisely whilst under pressure • Able to deal with customers on the phone and to provide excellent customer service. • Ensures the effective and efficient use of time and resources. • Effective time management skills. • Clear and Concise written and spoken communication skills. • Ability to work collaboratively with internal and external stakeholders
<p>Decision Making and Impact on Others</p> <p>What impact the reasons made by the post holder would have on others across the Council</p>	<ul style="list-style-type: none"> • Makes and communicates clear decisions. • Makes effective decisions under time pressure. • Balances risks and benefits of various options and decisions • Makes unpopular decisions where necessary. • Considers all relevant data when making decisions. • Makes effective decisions under pressure. • Takes responsibility for the outcomes and impact of their decisions. • Considers all relevant data when making decisions. • Is able to present their case persuasively and concisely. • Includes financial factors in their analysis and decision making. • Sets clear direction for others e.g. staff, customers, volunteers, contractors.
<p>Communication with Internal and External Customers</p> <p>What customers the applicant would be in contact with in the job</p>	<ul style="list-style-type: none"> • Predominantly external customers – high visibility with members of the public • Where is the focus of this role in their team, other teams or across the council: • External customer contact 70%

	<ul style="list-style-type: none"> Internal customer contact 30%
Personal Attributes and Other Requirements <p>In this section, please list any other qualities you are looking for from the applicant</p>	<i>Personal attributes & other requirements</i> <ul style="list-style-type: none"> Promotes and demonstrates continual improvement. Seeks new ideas. Finds ways to turn their own or others' ideas into action. Shares innovative practice with others. Is prepared to adapt their approach to overcome obstacles. Responds constructively to a change in agenda or priorities. Revisits their decisions when presented with new information. Is prepared to adjust their interpersonal style to respond to the needs or preferences of others and the situation. Re-prioritises appropriately when faced with a change in requirements. Identifies opportunities to make the organisation more competitive, efficient, and profitable. Shows an awareness of best practice, the organisation's competitors and their products and services. Willing to travel to other local authority sites and partner agencies if required.
HDC values 	<p>Example: The values outlined below reflect our collective positive attitude and how all staff is expected to work together as one team.</p> <p>Inspiring: We have genuine pride and passion for public service; doing the best we can for customers matters to us all.</p> <p>Collaborative: We achieve much more by working together, and this allows us to provide the best service for customers.</p> <p>Accountable: We take personal responsibility for our work and our</p>

	<p>decisions, and we deliver on our commitments to customers.</p> <p>Respectful: We respect people's differences and are considerate to their needs.</p> <p>Enterprising: We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.</p>
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Safeguarding and promoting the welfare of children and young people/vulnerable adults

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

- Ability to safeguard and promote the welfare of young people and vulnerable adults.
- Demonstrates understanding of safeguarding issues.
- Appreciates the significance of safeguarding and interprets this accurately for all individual of young people/vulnerable adults whatever their life circumstances.
- Has a good understanding of the Safeguarding agenda.
- Can demonstrate an ability to contribute towards a safe environment.
- Is up to date with legislation and current events.
- Can demonstrate how she/he has promoted 'best practice'.