

## Post Specification

<b>Date</b>	<b>June 2024</b>
<b>Post Group Number</b>	<b>8265</b>
<b>Post Title</b>	<b>Recovery Officer</b>
<b>Job Family</b>	<b>Regulation and Technical</b>
<b>Job Family Role Profile</b>	<b>RT6</b>
<b>Final Grade</b>	<b>Grade 6</b>

To be read in conjunction with the job family role profile

<b>Service Area description</b>
<p>This post is part of the Revenues and Benefits service area within the Resources Directorate. The service makes provision for the prompt and accurate billing, collection and recovery of Council Tax and Business Rates relating to over 130,000 household and businesses within the Westmorland and Furness area. The service is responsible for the administration of over 18,000 claims for both Housing Benefit and Council Tax Reduction, providing financial support to those in need towards their housing and Council tax costs.</p>
<b>Purpose of this post</b>
<p>The collection of Council Tax and Non-Domestic Rates in a timely, efficient, legal and customer focused manner, maximising all available recovery methods. To maintain accurate records and process documentation relating to Council Tax and Business Rates accounts, in accordance with Regulations and the Council's procedures and policies. Investigate complaints, appeals and the more complex cases and provide support to the Recovery assistant.</p>
<b>Key job specific accountabilities</b>
<ul style="list-style-type: none"> <li>• To assist with the collection and recovery of Council Tax, Non Domestic Rates and BID Levy in accordance with Regulations and Council policy and procedures.</li> <li>• To engage and communicate with customers and stakeholders providing guidance and advice in writing, by telephone and face to face, including first stage complaints, appeals and other complex enquiries.</li> <li>• Maintain accurate computerised records in accordance with procedures, including changes in liability, discounts and exemptions.</li> <li>• Responsible for the safeguarding and handling of data in accordance with legal requirements and local procedures to ensure data is accurate, comprehensive, valid, stored securely and can be relied upon.</li> <li>• Able to negotiate and influence the setting of payment plans, follow up missed payments and re-negotiate payment arrangements.</li> <li>• To liaise with Civil Enforcement Agents and to prepare, refer, record and monitor these cases.</li> <li>• Work closely with the customer service officers to provide good customer service to charge payers</li> <li>• Keep up to date with Council Tax and Non-Domestic Rates legislation, procedures and policies.</li> <li>• To initiate Attachment of Earnings Orders and Deductions from relevant DWP benefits, input and monitor the same in accordance with laid down procedures and deal with associated enquiries and correspondence. To liaise with local employers and the DWP to ensure continued payment of associated debts.</li> </ul>

- Liaise with local welfare and debt advice organisations assisting them and their clients in debt management matters, assessing the needs of debtors as appropriate. This includes being able to identify vulnerability and to respond accordingly.
- Assess financial statement of income and expenditure, deciding on ability to pay, adjusting arrangements in the case of hardship, and taking account of Breathing Space requirements in accordance with The Debt Respite Scheme regulations.
- Deal with Insolvency/Bankruptcy correspondence and complete proof of debt claims.
- To attend the Magistrates Court upon request of the Recovery Manager to deal with customer enquiries on a 1-1 private interview basis in the Court building.
- To trace absconded debtors using all available method.
- To work at all times in a safe manner within the requirements of Health & Safety legislation and to comply with other relevant statutory legislation.
- Provide support to the Recovery Assistant and assist with their training and development.
- Work flexibly across the Revenues Service to meet changing demands and support service improvement.
- To undertake other such duties from time to time that are commensurate with this position.

**Please note annual targets will be discussed during the appraisal process**

**Key facts and figures of the post**

<b>Budget Responsibilities</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>
<b>Staff Management Responsibilities</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>

**Essential Criteria - Qualifications, knowledge, experience and expertise**

**Qualifications**

Good standard of education with a minimum of 3 GCSE's or equivalent including Mathematics and English (grades 4-9) or demonstrable experience based on current work-based competency.

**Knowledge/Experience**

- Relevant experience in a Revenues or Benefit role
- Proficient use of a Revenues system and Microsoft Office applications
- Experience of working in a debt recovery environment
- Good understanding of Data protection/GDPR principles
- Demonstrable ability to work accurately with figures and assessing financial information
- Proven ability to communicate effectively with a wide range of individuals including staff, customers and stakeholders both orally and in writing
- Good knowledge of relevant legislation and procedures
- Ability to discuss debt in a polite, professional, sensitive way
- Ability to work as part of a team.
- Ability to handle difficult situations where tact and negotiation skills are required
- Ability to organise and monitor own workloads and work alone with minimal supervision
- Ability to work under pressure and to tight deadlines, with enthusiasm, drive, and commitment to achieving successful outcomes
- Understand the Councils values and priorities and ensure the priorities link to the role

**Desirable**

- Proficient use of NEC systems including IWorld and Information@work

**Disclosure and Barring Service – DBS Checks**

- This post requires a DBS check.

<ul style="list-style-type: none"> <li>• The level of check required is: <ul style="list-style-type: none"> <li>○ DBS Basic</li> </ul> </li> </ul>	
<b>Job working circumstances</b>	
<b>Emotional Demands</b>	<ul style="list-style-type: none"> <li>• Ability to manage the emotional demands of the role. The job involves dealing with some of the most vulnerable customers within our community</li> </ul>
<b>Physical Demands</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>
<b>Working Conditions</b>	<ul style="list-style-type: none"> <li>• Flexible working is currently permitted, officers are asked to come into the office at least once a week with the rest of the time working from home subject to agreement by the manager. However remote working would be considered for the right applicant.</li> </ul>
<b>Other Factors</b>	