

JOB DESCRIPTION

March 2022

Designation:	Recovery Officer
Grade:	Stroud 3
Hours:	37
Location:	Ebley Mill / Working from home
Job Purpose:	To maximise the recovery of Council Tax, Business Rates, Benefit overpayment
Responsible to:	Senior Recovery Officer
Responsible for:	No supervisory responsibilities

KEY DUTIES

- Instigate and monitor appropriate recovery action up to and including, committal proceedings, bailiffs, Attachment of Earnings, Attachment of Benefits and take appropriate action against defaulters, working towards achieving key performance targets with optimum efficiency and in line with good practice guidelines, Regulations and national and local Performance Indicators.
- Prepare case for internal and external Enforcement Agent action. Monitor payments received, check lists, amend or withdraw cases, and give approval to remove goods where appropriate.
- Attend Magistrates Court to assist in proceedings for Liability Order and Committal Order process.
- Make and monitor special payment arrangements and take appropriate action in default.
- Deal with Housing Benefit overpayments and Penalty Charge Notice enquiries in the absence of the Senior Income and Payments Officer.

Work subject to interruption to the programme of tasks but not involving any significant change to the programme.

SKILLS AND KNOWLEDGE

- Good general education or equivalent experience
- Good written and verbal communication skills
- Experience of administrative processes and systems, and have a working knowledge of Council Tax and Business Rates
- Experience of working with the public
- Proficient in the use of IT; especially MS Word, MS Excel and Civica Open Revenues Software Experience of Council Tax, Housing Benefit Overpayment and Business Rates debt recovery / collection
- Ability to manage own time and workload

Ability to undertake work concerning more involved tasks confined to one function or area of activity, which requires a good standard of practical knowledge and skills in that area of activity.

COMPLEXITY AND CREATIVITY

- Negotiate individual payment arrangements with debtors, taking all circumstances into account
- Deal with distressed and irate debtors, particularly those facing recovery action, such as Enforcement Agent involvement or Committal process.

Work requires the exercise of creativity within the general framework of recognised procedures.

JUDGEMENT AND DECISIONS

- Routine decisions on all aspects of work carried out within clearly defined rules and procedures.

Work is carried out within clearly defined rules and procedures involving decisions chosen from a range of established alternatives.

CONTACTS

- Members of the Council
- Members and staff of other local authorities and partner agencies
- Suppliers and contractors
- Members of the public

Contact required in respect of service delivery issues which may not be straightforward and that require the provision of advice and guidance and/or the initiation of action.

RESOURCES

Little or no responsibility for physical or financial resources.

TRAVEL DESIGNATION

Mileage travelled on Council business will be reimbursed at the HMRC rate in accordance with the Council's Travel and Subsistence Policy.

GENERAL

- To work with communities sometimes outside normal office hours, including weekends.
- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.
- To promote the Council's overall commitment to equality of opportunity/Diversity at all times and work within the requirements of the Council's Equality Scheme.
- To undertake all training and development initiatives as required.
- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
- To work within the requirements of the Council's Environmental Policy and Management System.
- To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act.

This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.