

JOB DESCRIPTION

August 2018

Designation:	Senior Recovery Officer
Grade:	Stroud 5
Hours:	37
Location:	Ebley Mill
Job Purpose:	To maximise the recovery of Council Tax, Business Rates, Benefit overpayment and other debt owed to SDC and represent the council in Magistrates Court
Responsible to:	Revenue and Benefits Manager
Responsible for:	Full line management of Recovery Team.

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.
- Prosecute debtors in Magistrates' Court on behalf of the Council for Liability Order and Committal Hearings, select and prepare cases for Committal Hearings and lay Complaint before the Magistrates and prosecute employers for non-compliance of Attachment of Earnings Orders
- Deal, when necessary, with more complex or difficult public enquiries. This would include correspondence, telephone and counter enquiries.
- Monitor payments from external bailiffs, check lists, amend or withdraw cases and give approval to remove goods where appropriate
- Issue reminders, final notices and summonses for non-payment
- Make and monitor special payment arrangements and take appropriate action in default
- Liaise with the Magistrates Court to confirm timetable of court dates for Revenue & Benefit Services and any relevant changes in procedure.
- Deal with HB overpayment and PCN enquiries in the absence of the Technical Overpayment officer
- Monitoring of in-house enforcement contract
- Line management responsibility for Recovery Team; including performance, development, absence management and appraisal.

Work subject to deadlines involving changing problems, circumstances or demand.

SKILLS AND KNOWLEDGE

- Excellent communication skills both verbal and written

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- An understanding of administrative processes and systems
- Experience of staff management
- Experience of managing budgets and expenditure.
- Experience of working with the public
- IT Literate
- Ability to manage own time and workload
- Certificated Enforcement Agent

Ability to undertake work of a variety of advanced tasks, confined to one function or area of activity, which requires detailed knowledge and skills in a specialist discipline.

COMPLEXITY AND CREATIVITY

- Put together a prosecution case against employers for non-compliance of Attachment of Earnings Orders
- Instigate bankruptcy and charging order proceedings against debtors as an alternative form of recovery
- Write recovery procedures and policy documents
- Respond to queries and complaints
- Respond to Freedom of Information requests
- Provide statistical information
- Ensure in-house enforcement is compliant with regulations

Creativity and innovation are essential to the job and need to be regularly exercised within general guidelines.

JUDGEMENT AND DECISIONS

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

Situations where the content and outcome are not straightforward or well established and could involve more detailed assessment, planning, evaluation, care and assistance. Some authority in the provision of service is required.

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.
- To ensure all information relating to recovery matters remains confidential and not disclosed to any unauthorised persons, paying particular attention to the GDPR Regulations.
- Show a commitment to safeguarding the welfare of vulnerable adults, young people and children, in line with the organisation's policy.

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.