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| **Service Area:** | Resources  |
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| **Job Title/Grade:** | Recovery Officer (Scale 5) |
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| **Responsible to:** | Recovery & Enforcement Officer |
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| **Our Culture & Values:** | All job roles at Rochford District Council require the post-holder to be flexible and proactive in their approach. Being customer focused and willing to maximise your potential at work are expected. We all work together to achieve the very best for our residents which sometimes means getting involved in projects and trying new tasks outside of your day to day job role. We love our staff to suggest new ideas and to have enthusiasm to try out new experiences. |

|  **Main Responsibilities** |
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| * Maintain Council Tax and Business Rates accounts, from reminder stage onwards.
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| * Dispatch Reminders, Final Notices, and Summonses.
 |
| * Dealing with personal and telephone callers relating to all areas of Recovery, Housing Benefit Overpayment & Sundry Debt customers who have received recovery notices.
 |
| * Monitoring payment arrangements and answer general items of correspondence
 |
| * Select and prepare cases for Post Liability Order Action
 |
| * Monitor accounts, which are subject to Attachment of Earnings or Attachment of Benefits
 |
| * Liaise with external enforcement agents and monitor their outstanding cases
* Select and prepare cases for committal action & attend the Magistrates Court with the Recovery & Enforcement Officer.
 |
| * Monitor Council Tax payments for Members of the Council
* Set up and maintain Direct Debits
* Process refunds on Credit Accounts
* Tracing of Council Taxpayers, Business Rate Payers, Overpayment of Housing Benefit or Sundry debtor cases.
* Prepare Write off reports for Council Tax & Business Rates.
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| **Corporate Responsibilities** |
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| * To observe all the requirements of Safeguarding and to report any potential Safeguarding concerns in accordance with the Council’s Safeguarding Policy.
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| * To comply with all appropriate legislation and Council policies including the Officers Code of Conduct, Health and Safety at Work, etc. Act 1974 and the Council’s Health and Safety Policy and procedures.
 |
| * To support the Council’s Equalities & Diversity Policies.
 |
| * All staff may on occasions be required to support the Council to deal with emergency situations affecting the community we serve. In the event of such an emergency or, of a rehearsal for such an event, the Postholder may be required to attend at times and at locations outside of the norm for the post and to adopt the duties directed by the Officer in Charge for the duration of the emergency situation.
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| * To contribute to project work arising from the Business Plan and to undertake any other reasonable duties as may be required from time to time by the Line Manager/ Leadership Team.
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| **Review** |
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| The duties and responsibilities of this post may vary from time to time according to the changing requirements of the Council. The job description may be reviewed at the discretion of the relevant Assistant Director in the light of those changing requirements and in consultation with the postholder. In any event, the Head of Paid Service reserves the right to review and amend the job description. |
| Signed (Postholder): Dated: |

**Personal Specification**

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| **Post** | **Recovery Officer** |

| **Essential Requirements** |
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| **Qualifications** |
| 1. Good standard of education (GCSE Level 4 or above – or equivalent)
 |
| Knowledge and Skills |
| 1. Able to maintain electronic records
 |
| 1. Good numeracy and literacy skills
 |
| 1. Good working knowledge of recovery procedures associated to Council Tax and/or Business Rates
 |
| 1. Good working knowledge of Microsoft ‘Office’ software – Windows, Word, Excel and Outlook
 |
| Experience |
| 1. Working in a busy office dealing with a wide range of initiatives
 |
| 1. Demonstratable experience of working in a Local Taxation or debt collection environment
 |
| Ability |
| 1. Able to evidence excellent communication skills and ability to work in challenging situations
 |
| 1. Able to prioritise work appropriately
 |
| 1. Able to work to deadlines and work under pressure
 |
| 1. Flexible, pro-active and adaptable
 |
| 1. Effective team working. Sharing ownership, team goals and workload
 |
| 1. Commitment to maximising potential and continuous improvement of self and of service
 |
| 1. Able to contribute positive suggestions and willing to take forward
 |
| 1. Able to establish and maintain effective relationships with people at all levels
 |
| 1. Able to demonstrate a commitment to customer service
 |

| **Desirable Requirements** |
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| Knowledge and Skills |
| 1. Good working knowledge of recovery procedures associated to overpaid Housing Benefit
 |
| 1. Good working knowledge of Business Rates administration
 |
| 1. Knowledge of the District
 |
| 1. Working within a direct customer service delivery environment
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