



Recovery & NNDR Officer

Job Description and Person Specification

Directorate:	Finance & Governance	Service:	Revenues & Recovery
Responsible to:	Recovery Manager	Responsible for:	N/A
Grade:	6		
Location:	Civic Centre, Breck Road, Poulton-le-Fylde		
Job Purpose:			
To maintain the NNDR database. To ensure that prompt and timely action is taken in order to maximise the collection of outstanding council tax/NNDR and sundry debt owed to the council.			

Key Tasks & Responsibilities:
<ul style="list-style-type: none">• To maintain the NNDR database, updating it as required in response to reported changes, re-calculating and apportioning accounts, calculating transitional relief, awarding discounts, exemptions and other reliefs, in accordance with legislation.• To compile, submit and action reports to/from the VOA in respect of additions and subtractions from the NNDR database.• To liaise with Planning, Economic Development, the VOA and other external agencies to ensure the accuracy of the NNDR database.• To operate a rolling-review process, undertaking sufficient checks to ensure the continuing eligibility to NNDR discounts/exemptions/reliefs.• To handle incoming unpaid council tax, NNDR, HB and other sundry debt enquiries, negotiating with debtors and/or their representatives in order to maximise the recovery of debt.• To attend the Magistrates Court as required as representative of the council in respect of unpaid council tax, business rate and sundry debt cases brought before the courts.• To ensure the timely referral of debt cases, in accordance with agreed procedures, to Council appointed Enforcement Agents as required.

- To ensure that requests for deductions from debtor's salaries or benefits are made in prompt/timely fashion to employers/the DWP as necessary and monitored.
- To monitor outstanding debt cases and liaise with Enforcement Agents/the DWP/debtors employers as necessary in order to maximise the value of overpayments collected.
- To take an active role in determining the most appropriate course of action in respect of outstanding debt cases.
- To take an active role in the development of the Debt Recovery team.
- To produce statistical reports as required by senior officers.
- To provide training/mentoring to other members of the Contact Centre team regarding debt recovery and NNDR as directed by senior officers.
- To undertake any other duties commensurate with the grade and experience of the post holder.

Corporate Responsibilities:

The postholder will be expected:-

- To adopt a flexible approach to changing patterns of work and undertake such other duties as are consistent with the job purpose and grade of post.
- To promote best practice in meeting the requirements of Health and Safety legislation and Council policy, and comply with other relevant statutory legislation.
- To carry out duties in accordance with the Council's policy on equality and diversity.
- To accept that everyone has a right to their distinct identity, treating everyone with dignity and respect and ensuring that what our customers tell us is valued by reporting it back into the organisation.
- To provide quality services that are what our customers want and need, giving customers the opportunity to comment or complain if they need to, working with them to identify what needs to be done to meet their needs and informing managers about what customers say in relation to the services delivered.
- To develop oneself and others making every effort to access development opportunities and contribute effectively by participating in the Council's performance management scheme.
- To be responsible for Data Quality.
- To demonstrate a high standard of probity in the use of council resources and where a nominated budget holder manage spending within available resources.
- To support the delivery of the Council's Climate Change Strategy and Action Plans to achieve net zero in 2050.

QUALIFICATIONS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Level 2 English and maths (equivalent to GCSE grades 9 to 4 or A* to C)	Essential	Application/Interview

Good general level of education	Essential	Application/Interview
Institute of Revenues, Ratings and Valuation Qualification	Desirable	Application/Interview

SKILLS	ESSENTIAL/DESIRABLE	ASSESSMENT METHOD
Ability to undertake and range of tasks relating to several area of work	Essential	Application/Interview
Ability to demonstrate that you are multi skilled and can multi task	Essential	Application/Interview
A good standard of practical knowledge and skills in Council Tax & Business Rates	Essential	Application/Interview
Self-motivated, team member – someone who wants to learn and share their knowledge with others	Essential	Application/Interview
Ability to switch between tasks in order to meet with customer demand	Essential	Application/Interview
Ability to deal with constant interruptions as part of your working day	Essential	Application/Interview
Ability to maintain client confidentiality	Essential	Application/Interview
Ability to deal with the customer over the telephone and in person (internal/external)	Essential	Application/Interview

EXPERIENCE	ESSENTIAL/DESIRABLE	ASSESSMENT METHOD
Experience of dealing with confrontational/difficult situations, on a face to face basis	Essential	Application/Interview
Previous experience and ability to work as part of a team	Essential	Application/Interview
Experience of working in a busy office environment	Essential	Application/Interview
Experience of dealing with difficult situations through to resolution	Essential	Application/Interview
Knowledge of council tax and business rates (NNDR) legislation, including	Desirable	Application/Interview

discounts, exemptions, reliefs, transitional arrangements and billing principles		
Knowledge of the VOA's processes regarding additions, deletions and property valuation changes	Desirable	Application/Interview

ADDITIONAL REQUIREMENTS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Demonstrate commitment to equal opportunities together with a clear appreciation of equalities issues	Essential	Application/Interview
Regular and Reliable Service	Essential	Application/Interview
Demonstrate behaviours that support our values	Essential	Application/Interview
A full driving licence	Desirable	Application/Interview

**Our Values are key to delivering our vision, plans and strategies.
All Behaviours listed are essential to the post.**

			
Professional	Innovative	Collaborative	Customer focused
In being professional we...	In being innovative we...	In being collaborative we...	In being customer focused we...
<ul style="list-style-type: none"> • Have pride in how we represent the council • Treat people with respect and consideration • Are conscientious and carry out our work to a high standard • Carry out our work activities in an honest and ethical manner 	<ul style="list-style-type: none"> • Proactively embrace change and learn from our mistakes • Challenge and constructively question existing processes • Make best use of our resources to provide excellent services • Encourage creative thinking with colleagues and peers 	<ul style="list-style-type: none"> • Communicate effectively with colleagues and stakeholders • Develop productive relationships and achieve the best results • Recognise and embrace the knowledge and skills of others. • Embrace the concept of one team one council and all work together 	<ul style="list-style-type: none"> • Strive to provide excellent services • Understand our customers' needs and consider things from their perspective • Effectively communicate and manage expectations • Actively seek ways to maximise customer satisfaction

Special Conditions:

(e.g. Weekend work, shift allowance, car/mileage allowance)

- The council operates a strict non-smoking policy.
- Casual car user allowance. Casual Car User's will be paid at the middle band. You will be required to provide your own means of transport.
- The post holder will be required to be registered as a court officer for the Council.

Prepared by: A Robinson

Date: January 2026

Post Holder Signature:

Date: