



JOB PROFILE	
<b>Directorate:</b>	Customer Experience
<b>Service Area:</b>	Revenues and Benefits
<b>Job Title:</b>	Revenues Recovery Officer
<b>Grade:</b>	4
<b>Post Number:</b>	M556
<b>Base/Location:</b>	Charnwood Borough Council Offices
<b>Responsible To:</b>	<i>Recovery Team Leader</i>
<b>Responsible For:</b>	<i>None</i>
<b>Key Relationships/ Liaison with:</b>	Finance, Recovery Team, Revenues Team, Customer Services, BACS, HM Courts and Tribunals Service.

Job Purpose
<ul style="list-style-type: none"> <li>To work as part of the Billing and Recovery team with primary responsibility for the recovery of Council Tax from Liability Order stage.</li> <li>To negotiate and monitor payment arrangements to ensure maximisation of council tax collection.</li> <li>Enforcement Agent liaison including selection and monitoring of cases.</li> <li>Delivery of an effective and appropriate service to all service users, fairly and without discrimination.</li> </ul>

Main Duties and Responsibilities	
1.	To work as part of the Recovery Team, dealing with all aspects of debt recovery using Capita One Revenues and Benefits and One Digital Software.
2.	Liaise with customers over the phone or in person to negotiate acceptable payment agreements within defined guidelines.
3.	Monitor payment arrangements and intervene at an early stage if customers default on their agreed repayment plan.
4.	To discuss with your Team Leader unusual, complex or sensitive cases. Ensure that vulnerable debtors are given support and help when arranging a suitable repayment plan.
5.	Setting up of and monitoring of Attachment of Earnings and deductions from benefit orders where appropriate.
6.	Liaise with Enforcement agencies supporting debt recovery activities
7.	Assist colleagues in preparation for Court Hearings and support of customers pre-hearings.

8.	Attend court hearings and other meetings, as may be required.
9.	Refer insolvency cases to the Recovery Officer for instruction on action to be taken.
10.	Maintain knowledge of current Revenues systems to ensure liability has been established correctly and can be explained to the debtor.
11.	To meet individual objectives which contribute to achieving Service outcomes in a way which is responsive and flexible to changing needs
12.	To contribute positively to the continuous improvement in the Revenues and Benefits Team and support the council as a whole in its drive to achieve excellence.
13.	Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.

The nature of the work may involve the jobholder carrying out work outside of normal working hours.

**This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.**

**Charnwood Borough Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.**

**Delete the item below if not applicable**

**PLEASE REMEMBER to delete this and the following information and one of both of the bullet pointed paragraphs below before the job description is published.**

**ONLY ONE of the following paragraphs should appear if this post appears on the list of CBC posts eligible to be checked by the Disclosure and Barring Service (DBS) on the intranet. If the list shows that the post does not require a criminal records check please delete both paragraphs as it is a criminal offence for them to remain in the published document. If the list shows that the post requires a criminal records check please delete the paragraph which does not apply.**

- This post is eligible for a DBS check under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (i.e. it involves certain activities in relation to children and/or adults) and defined as regulated activity under Part 1 of the Safeguarding Vulnerable Groups Act 2006 before the coming into force of section 64 of the Protection of Freedoms Act 2012 on 10<sup>th</sup> September 2012. Therefore **a DBS enhanced check (without a barred list check) is an essential requirement.**

**Prepared by: Robert Fox**

**Date: May 2024**



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	Essential	Desirable
<p><b><u>Qualifications</u></b></p> <p>GCSE English and Maths at Grade 4 and above or equivalent level of learning.</p>	✓	
<p><b><u>Experience</u></b></p> <p>Experience of general office administration duties</p> <p>Experience of dealing with members of the public</p> <p>Experience of working with IT systems in a regulatory environment</p> <p>Experience of working in a Revenues and Benefits service</p> <p>Experience of working in a customer service environment</p>	<p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p>
<p><b><u>Skills / Knowledge</u></b></p> <p>Demonstrates a good standard of spoken and written English and Numeracy</p> <p>Good IT literacy skills including knowledge of MS Office</p> <p>Ability to work independently using own initiative.</p> <p>Ability to work as part of a team</p> <p>Organised approach with ability to meet targets and deadlines</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	

	Essential	Desirable
Evidence of collaborative/joint working with colleagues and service users	✓	
Demonstrates a strong customer focus	✓	
Demonstrates a positive attitude and involvement in change and service improvement.	✓	
<b><u>Interpersonal Skills</u></b>		
Takes pride in the quality of their work and strives for improvement through learning and developing in the role	✓	
Demonstrates a willingness to follow instruction as necessary	✓	
Ability to work independently and organise own Workload	✓	
An open-minded approach regarding different ways of working	✓	
<b><u>Other requirements</u></b>		
An understand of, and commitment to equal opportunities, and the ability to apply this to all situations.	✓	
Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate, in accordance with the provisions of the Equality Act 2010.	✓	

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**Date: May 2024**