



Job Description

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.

Post Details	
Job Title	Senior Recovery Officer
Service	Resource & Assets
Team	Income & Assessments – Recovery
Location	Shute End/Smart Working
Reports to	Recovery Manager
Worker Style	Hybrid – Remote working with attendance at Council offices as and when required
Responsible for	Supervising Recovery Team
Grade	Grade 7
Contract Type	Permanent/Full Time

Main Accountabilities	
1.	Supervising a number of Recovery Officers dealing with a variety of debt for example Council Tax/Business Rates, Adult Social Care & Sundry Debts
2.	To organise and prioritise workloads to meet stringent deadlines and targets
3.	Make application to the Magistrates Court for authorisation in relation to Local Taxation. To present or defend cases (prosecute) on behalf of the Council at Magistrates Court Hearings and to attend County & High Court Hearings if required to do so
4.	To attend meetings as and when required with key internal and external stakeholders
5.	Manage the resolution of customer complaints and issues within area of expertise and escalate where appropriate





6.	Contributing ideas to improved ways of working, to ensure income is maximised. To work with legal bodies to support income maximization
7.	Prepare report/cases for write off ensuring that all possible effort has been taken to trace absconders, before arranging for the presentation of the case for write-off. May be required to write other reports as and when required to support income maximisation
8.	Act as the preliminary source of contact in respect of Bankruptcy and Liquidation proceedings and ensure that the necessary documentation is lodged with the relevant insolvency practitioner
9.	Ensure procedure notes are kept up to date and that any policy direction is disseminated to staff via training
10.	Support the Recovery Manager to set a recovery timetable / programme to achieve targeted arrears collection along with setting of KPI's. Private: Information that contains a small amount of sensitive data which is essential to communicate with an individual but doesn't require to be sent via secure methods
11.	Communicate information accurately and effectively to staff and members of the public, and deal with the more complex queries as appropriate
12.	Make arrangements for payment, in accordance with procedure notes, within a reasonable timeframe
13.	To carry out 121's/appraisals and to ensure staff are performing and contributing to overall KPI's
14.	Produce monthly reports
15.	Assist the Recovery Manager in establishing and implementing procedures, standards, targets & new initiatives
16.	To assist in establishing cross ways of working, ensure delivery, staff development, maximisation of resources and improved workflow. Deliver effective and timely documented processes and procedures for improved forecasting
17.	To take responsibility for own performance taking a proactive stance to ensure performance meets or exceeds standards required of the service





18.	Interpret and apply regulations relating to all types of recovery and assist in the training of staff on matters which require more technical skills and knowledge
19.	Contribute to the development of service action plans, to ensure that an excellent high quality recovery service is delivered
20.	Manage health and safety issues in your area of responsibility in line with the relevant section(s) of the relevant Health and Safety Policy
21.	Your duties may vary from time to time within the broad remit of your role and grade. You are required to undertake any such reasonable and appropriate duties

Person Specification	Essential	Desirable
Education/Qualifications	Evidence of continuous professional development	Working towards membership of relevant professional body
Experience	<p>Experience of having worked in Local Taxation, Adult Social Care and Sundry debts environment.</p> <p>Able to demonstrate the ability to lead and manage a team.</p> <p>Able to demonstrate strong performance management.</p> <p>Excellent organizational skills and ability to produce quality work to tight deadlines.</p> <p>Ability to manage high workload.</p> <p>Supervisory experience of line managing team.</p> <p>To have good knowledge of Business</p>	<p>Working knowledge of NEC (Northgate) and Information@Work Systems</p>





	Rates/Council Tax, Adult Social Care and Sundry Debt legislation, law and practice and any other related legislation	
Skills/Knowledge	<p>Good IT skills including office software such as Microsoft Word, Outlook, Power Point and Excel.</p> <p>Good written and verbal communication skills able to vary style to meet the needs of the audience.</p> <p>Presentation skills, able to engage an audience</p> <p>Ability to extract and assess important information</p>	<p>Presentation skills, able to engage an audience</p> <p>Able to interrogate & analyse data and information</p>

Purpose Details	
Service Purpose	<p>To maximise collection of Council Tax and Business Rates revenue, housing benefit overpayments or sundry debt by utilising the most appropriate method of recovery. Including attachment of earnings/benefits, charging orders, instructing enforcement agents, and other available means.</p> <p>To represent the council at Magistrates Court hearings relating to the collection of Council Tax and Business Rates.</p> <p>To support those in financial difficulty by paying housing benefit, council tax reduction or by providing the appropriate advice and support relating to other welfare benefits.</p>
Role Purpose	<p>To assist the Recovery Manager in the day-to-day management of the Recovery Team - this includes Revenues (Council Tax & Business Rates), Adult Social Care Debt and Sundry Debt.</p> <p>To lead and motivate staff to ensure that all tasks are carried out in effective and efficient manner.</p> <p>Maximise income for the Local Authority via various recovery strategies.</p> <p>To liaise with internal and external stakeholders.</p>





	<p>To assist with the day-to-day administration of the Recovery Team, maintaining accurate and up to date customer records and effective controls over the systems employed.</p> <p>To ensure that cases for Court Hearings have been selected in accordance with the law and good practice guidelines and that the Hearings run smoothly.</p>
Corporate Parenting	<p>You will champion the principles of corporate parenting by embedding its ethos in all aspects of service delivery, ensuring decisions and actions consistently reflect the responsibility to act as a corporate parent to children in care and care leavers, and actively contribute to shaping and implementing the wider corporate parenting strategy.</p>

Supervision and Relationships	
Supervision Received	Reporting into Recovery Manager via 121's/APR's or when required
Supervision Given	Overseeing a team of 12 FTE Local Taxation, Adult Social Care and Sundry Debts
Contacts	Head of Income and Assessments Service Manager - Revenues & Recovery Recovery Manager Working with internal and external key stakeholders. Enforcement Agents, Collection Agents, CAB and Voluntary Sectors. Care providers

Resources/Budget Management
Working alongside the Recovery Manager to meet budget requirements – overall collection is around £220m

Special Requirements





Ability to travel to a variety of locations to attend magistrates Court or meetings

Occupational Health Risk Assessment Details

Skin/Respiratory Sensitisers	N
Working at Height	N
Exposure to Noise (>80-85dB)	N
Confined Spaces	N
Frequent Display Screen Equipment Use	Y
Driving for Work	Y – to attend Magistrates Court or ad hoc visits
Hand Arm Vibration	N
Lone Working	N
Healthcare/Social Contact with Patients	N
Blood Borne Viruses Exposure	N
Food Handling	N
Working with Animals	N
Specialised Medical Screening	N
Night Working	N
Safety Critical Work	N

Nature of the Role Details

Healthcare or Hospital Work	N
Working with Children (under 18)	N
Working with Elderly/Vulnerable Adults	N
Work Environment Details	N





Role Involvement Details	
Working with Children	N
Working with Vulnerable Adults	N
Both of the Above	N
Providing Care/Supervision for Children	N
Providing Care/Supervision for Vulnerable Adults	N
Both of the Above	N
None of the Above	N

Disclosure and Barring Service (DBS)	Details
DBS Requirement	Basic DBS check required
Eligibility Tool	Find out which DBS check is right for your employee - GOV.UK (Find out which DBS check is right for your employee - GOV.UK)

Re-checks
N/A

Evaluation Declaration	
Date of Evaluation:	<DD/MM/YYYY>
Evaluated by:	<Name, job title>

