



Job Profile

Post title:	Senior Recovery Officer
Department:	Revenues and Benefits
Job families:	Regulation
Grade:	E
Responsible to:	Revenues and Recovery Team Leader
Employees managed:	None
Date of issue:	September 2026

Overall Job Purpose

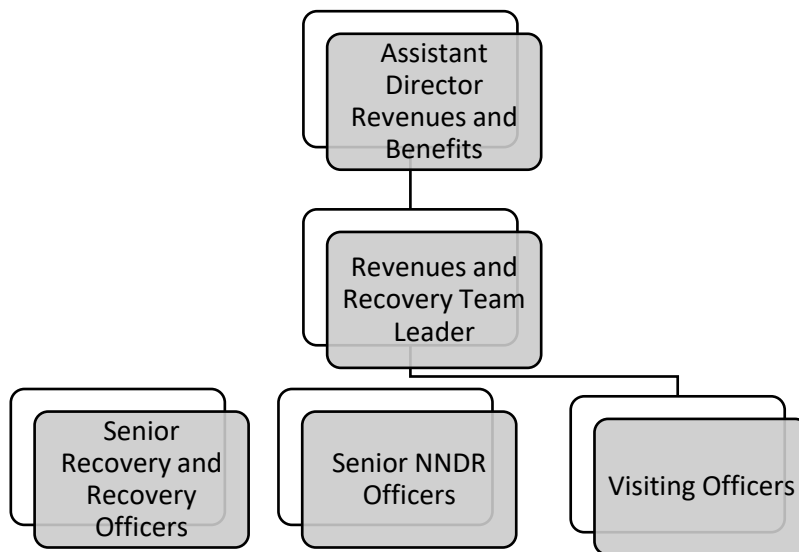
A member of the team responsible for the effective collection and enforcement of all debts owed to the Council including Council Tax, Non-Domestic Rates, Overpaid Housing Benefits, and other Sundry Debts. Be able to provide knowledge and have the ability, to interpret appropriate legislation to maximise income and reduce losses to the Council.

This post requires a Basic DBS check.

Working Conditions

- Office based and mainly in a sedentary position, limited requirement for standing and walking, and/or carrying of equipment and resources.
- The postholder will work in a confidential environment dealing with highly sensitive and emotionally challenging information.
- The postholder is eligible to utilise the Flexi Time Policy.

Structure



Job Description

Operational management

- To take prompt and effective actions to ensure any outstanding amounts owed to the authority are recovered as quickly as possible and in the most appropriate manner.
- To interview debtors to ascertain the most effective and appropriate action applicable to their circumstances, including payment plans, Attachment to Earnings Orders, Attachment to Benefits Orders, referral to an Enforcement or Collection Agent, Charging Orders, Insolvency action or Committal Proceedings to include the service of warrants.
- Provide support and assistance to other staff regarding complex recovery and enforcement issues to ensure that all debts are recovered in the most appropriate manner as swiftly as possible.
- To assist with the accurate and efficient determination of liability to Council Tax including the creation of accounts, changes to occupation, banding, direct debits, entitlement to reliefs, discounts, exemptions, and payment methods for delivery by face to face, telephone electronic and hard copy media.

Communication

- Adhere to relevant working practices, methods and procedures and undertake relevant training and development as required and respond positively to new and alternative ways of working.
- Demonstrate a commitment to the delivery of excellent service for all customers and service users.

Partnership / corporate working

- To prepare for proceedings and represent the Council at the relevant courts in relation to the collection and enforcement of outstanding debts.

	• To liaise with external Enforcement and Collection Agents to ensure that services provided are effective and efficient and in accordance with local policies and guidance. • To liaise with Insolvency Practitioners, Advice Agencies, Debt Management Companies and Solicitors to ensure prompt and correct collection of debts. • To be responsible for own personal development, attending Personal Development Reviews and raising any training requirements with the Revenues Recovery Team Leader. • Operate according to the Council's corporate values and codes of behaviour. • Ensure at all times all Health & Safety legislation requirements are met and that the Council's Health & Safety Policy, its arrangements and procedures are implemented. This includes, where applicable, taking responsibility for personal health and safety and having regard to other persons affected by the performance of the duties of the post; ensuring that risk management objectives are delivered and other risk management activities effectively implemented and monitored.
Resource management (including Financial and Physical)	• To carry out any other duties commensurate with the grade that may be required from time to time by the Revenues & Benefits Management Team. • Manage and / or use resources in ways that ensure value for money and supporting the commercialism agenda.
Systems and information	• Input information onto appropriate systems and checking any output for accuracy to ensure that all circumstances are included, and relevant documentation is promptly dispatched. • Maintain accurate records and prepare written communication to the customer and other agencies as necessary to obtain information in response to queries raised. • Maintaining a high level of confidentiality, always adhering to the requirements of legislation and Council policies and procedures. • Engage with digital models of service delivery and support the implementation of digital working methods.
Strategic management	• To attend and contribute to regular team meetings, ones to ones with supervisors and raise any issues as required. • Having a commitment to personal development and attend such courses, seminars, conferences, and other forms of training as may be required to assist the post holder carry out their duties.

Competencies

Please refer to the Employee Competency Framework for more information about the behaviour descriptors for each competency.