



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

Person Specification	
Essential upon appointment	Desirable on appointment
Knowledge / Qualifications A minimum of 3 GCSE grade C passes or equivalent, including Mathematics and English	IRRV Technician level or equivalent
Experience - Experience of working with computer systems - Experience of working in a team environment - Experience of debt collection and recovery proceedings within Local Government - Demonstrable experience of dealing with Council Tax and/or Non-Domestic Rates - Experience or knowledge of court proceedings for the recovery of local authority revenue	
Skills - Ability to work accurately under pressure to tight deadlines - Ability to analyse and interpret complex information - Ability to communicate clearly and effectively using different media	

• Ability to work flexibly and cope with changing demands • Ability to remain calm under pressure and deal effectively with distressed, agitated, or irate customers • The ability to work as an individual or as part of a team	
Other Requirements • Appreciation of the issues facing disadvantaged groups. • The postholder is required to undertake a Basic DBS check. • The postholder is eligible for casual car user allowance	

Equality Act 2010

The ways in which a disabled person meets the criteria for a post must be assessed as they would be after any reasonable adjustments required had been made.

If appropriate, disabled candidates should indicate on the application form if they have needs which should be considered at the shortlisting stage.