



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	Recovery Officer
Service	Resource & Assets
Team	Income & Assessments
Location	Shute End/Smart Working
Reports to	Senior Recovery Officer
Worker Style	Hybrid
Responsible for	N/A
Grade	6
Contract Type	Permanent/Full Time

Main Accountabilities	
1.	To proactively pursue outstanding debt due to the Local Authority. Council Tax, Business Rates, Adult Social Care Debt or Sundry Debt via a variety of recovery methods - telephoning, email or correspondence.
2.	Process Council Tax and NNDR debt from the issue of summonses onwards taking action to contact debtors and make payment arrangements.
3.	Ensure recovery arrears monitoring codes are properly set.
4.	Produce monthly reports from the system to monitor progress against KPIs.
5.	To undertake ad hoc visits to home or business premises as when required.
6.	To organise and prioritise workloads to meet stringent deadlines and targets.
7.	To attend meetings as and when required with key internal and external stakeholders
8.	Contributing ideas to improved ways of working, to ensure income is maximised.





9.	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
10.	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.
11.	Ensure procedure notes are kept up to date and that any policy direction is disseminated to staff via training.
12.	Communicate information accurately and effectively to staff and members of the public.
13.	Make arrangements for payment, in accordance with procedure notes, within a reasonable timeframe.
14.	Support the Senior Recovery Officer with reports as and when required.
15.	To support cross ways of working to ensure a more efficient and streamlined service.
16.	To support the delivery of effective and timely documented processes and procedures for improved forecasting and collection.
17.	To take responsibility for own performance taking a proactive stance to ensure performance meets or exceeds standards required of the service.
18.	Contribute to the development of service action plans, to ensure that an excellent high-quality recovery service is delivered.
19.	To represent the Council at Magistrates Court hearings relating to the collection of Council Tax and Business Rates.
20.	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	To have a good understanding of recovery processes and legislation in relation to: Council Tax / Business Rates / Adult Social Care / Sundry Debt and Housing Benefit	Working knowledge of NEC (Northgate) and Information@Work Systems. Experience of having worked in: Council Tax / Business Rates / Adult Social Care / Housing





	Excellent organisational skills and ability to produce quality work to tight deadlines. Ability to manage high workload	Benefits and / or Sundry debts environment
Skills/Knowledge	Good IT skills including office software such as Microsoft Word, Outlook, Power Point and Excel. Good written and verbal communication skills able to vary style to meet the needs of the audience. Ability to extract and assess important information. Ability to make constructive enquiries. Able to learn, follow, interpret, enforce and communicate. Ability to establish positive and effective relationships and work with partners, residents, businesses and other stakeholders. Ability to take ownership and manage own workload to meet the demands of the service	Have good presentation skills, able to engage an audience. Able to interrogate & analyse data and information. Ability to analyse and evaluate complex legislation, identify key issues and reach logical conclusions. Previous Experience of Court Officer duties in a Revenues environment. An excellent understanding of Council Tax / Business Rates, Adult Social Care / Housing Benefit and Sundry Debts legislation, regulations and working practices, particularly in relation to Recovery and Enforcement





Purpose Details	
Service Purpose	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. To represent the council at Magistrates Court hearings relating to the collection of Council Tax and Business Rates. Meet statutory responsibilities. 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.
Role Purpose	Maximise income for the Local Authority via various recovery strategies. Liaise with internal and external stakeholders. Maintain accurate and up to date customer records and effective controls over the systems employed. Collate evidence and prepare cases for Court Hearings ensuring that they have been selected in accordance with the law and good practice guidelines. Ensure the timely collection of current and previous years arrears for Council Tax, Business Rates, Adult Social Care Debt, Housing Benefit overpayments and Sundry Debt. To maximise income for the Council by reviewing income and expenditure documentation, reviewing entitlements to discounts or exemptions and creating repayment plans. Respond to enquiries from the public promptly in a helpful and courteous manner. Ensure the efficient and effective recovery of local revenue. 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.





Corporate Parenting	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.
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Supervision and Relationships	
Supervision Received	Reporting into Senior Recovery Officer/Recovery Manager via 121's/APR's or when required
Supervision Given	None
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
None

Special Requirements
Ability to travel to a variety of locations to attend magistrates Court or meetings as and when required, also attend meetings or training as required.

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	N
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





WOKINGHAM
BOROUGH COUNCIL

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:	15.10.2026
Evaluated by:	Rebecca Duckworth (Recovery Manager)

