Working at Broadland District Council and South Norfolk Council

Job Role: Recovery Officer

Department: Council Tax & NNDR

Directorate: Resources

Purpose:

To deal with the collection and recovery of non-domestic rates and Council Tax. To take a lead on recovery of NDR and Council Tax and be responsible for non-routine and complex cases and processes. To maintain the Enforcement Agent function and contract.

Main duties and responsibilities:

- Work on non-routine recovery reports and cases deciding on the best form of recovery action including committal or bankruptcy in consultation with managers for the recovery of council tax and NDR.
- Preparation of court papers and attendance at court to assist senior officer with regards to summonses and follow through debt recovery process from issue of Liability Order.
- Work with the Early Help team to deal effectively with customers who are experiencing financial difficulties by referring and supporting vulnerable persons to the Help Hub as appropriate.
- Deal with pre-committal work including sending out committal warning letters, preparing evidence for court and issuing committal summonses. Liaising with people who have been summoned to committal court.
- Deal with cases where the council is taking bankruptcy or insolvency action and where necessary liaise with the defaulter concerned and the council's legal advisors.
- Assist in the maintenance of the Enforcement Agent contract work on a daily basis, including the transmission and monitoring of work to the Enforcement Agent, and reconciliation of cases sent.
- Monitor and process cases returned from Enforcement Agents as uncollected ensuring recovery is maximised.
- Liaise with the Valuation Office, Rating Agents, Citizens Advice and other organisations as necessary
- Identify Vulnerable persons and establish the best ways to deal with their particular issues liaising with other agencies if needed.
- Work with the Early Help Teams, Councils Debt Advisors and those of outside agencies with respect to debtors as required.
- Strive for continuous improvement of processes and procedures operating in an innovative and cost-effective manner identifying and actioning efficiencies where appropriate.
- 71-85% of this role's time will be spent on external communication.

Norfolk and Broadland Councils are committed to promoting the welfare of children and vulnerable adults and all applicants must be willing to undergo appropriate checks for the position, including checks with past employers and the Disclosure and Barring Service.

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Role specific qualifications, experience, skills and abilities

Criteria	Essential or Desirable	
Education and Qualifications		
5 GCSEs at Grade C (or equivalent qualification) including Maths and English.	E	
Experience and Knowledge		
Demonstrable experience of customer service in the Council Tax and NDR environment and experience of resolving complex customer queries with successful complaint handling and resolution.		D
Demonstrable experience of working within a recovery role and detailed understanding of the appropriate legislation.		D
Demonstrable experience of preparing court cases and attending court.		D
Comprehensive working knowledge of IT including Microsoft office packages and internet use.	E	
Demonstrable experience of using a Revenues system; such as CIVICA/Academy.		D
Skills, Abilities and Competencies		
Ability to keep up to date with legislation and policies in relation to Council Tax and NDR administration and recovery.	E	
Good planning, organisational and time management skills, including prioritisation and self-monitoring of workload and work under own initiative.	E	
Demonstrable influencing skills with some negotiation.	E	
Demonstrable aptitude for attention to detail combined with a methodical approach.	E	

Our Values and Behaviours	
All employees are expected to demonstrate the One Team's values and behaviours in their work. These behaviours are essential to the role and will be assessed throughout the recruitment process and during employment:	
• *Be trustworthy and respectful* • *Take ownership and be responsible* • *Value difference and be kind* • *Be customer focused and proactive* • *Collaborate and celebrate with others*	• *Be flexible and embrace change* • *Be innovative and entrepreneurial* • *See the bigger picture* • *Never stop learning*

DATE: October 2026