CYNGOR SIR *POWYS* COUNTY COUNCIL

JOB DESCRIPTION

Position Title:	**Recovery Officer**
Position Number:	**FRB0197**
JE Code:	**FCP077**
Service:	**Income and Awards**
Location/Work Base:	**Llandrindod Wells**

this is a flexible worker position and therefore the Council offers opportunity to work in an agile way to include home working

Grade:	**Grade 7** **Point 15 to Point 19** **£31,015 to £33,119 per annum** **£16.07 to £17.16 per hour**
Contracted hours:	**37 hours, Fixed term until 31/03/2028**
Reporting to:	**Senior Recovery Officer**
Responsible for:	**None**

Summary

About the role:

The successful candidate will work as part of a team and assist in the collection & recovery of Council Tax, Business Rates, Sundry Debts & Housing Benefit Overpayments, ensuring the income is received promptly & efficiently in accordance with current legislation, government guidance and the agreed policies, performance targets and procedures of the Council.

About you:

You will be an enthusiastic, committed team player, understanding best practice and customer contact procedures with experience in debt recovery.
You must be able to manage your own workload and ensure you are effective in balancing priorities. The position is highly demanding, you will be dealing with a high workload.
We are looking for someone with a professional and friendly approach to give excellent customer service to our customers.

What you will do:

You will determine the most effective means of debt recovery for all debt streams being overpaid benefits from final stage, Post summons stage for Council Tax & Business Rates, Final reminder stage for Sundry Debts.
Ensure all enforcement and recovery actions taken fully comply with legislation, and procedures. Instigate the most appropriate and effective means of recovering monies post liability Order and County Court Judgement that is available to the Council, including to sanction the conversion of a County Court Judgement to a High Court Judgement if appropriate.
To provide specialised advice, guidance and explanations to customers and other third parties, regarding overpayment recovery and connected issues such as Council Tax liability, deferred charges, welfare-benefit take-up, signposting to advice & support agencies. This advice and guidance will be provided face-to-face, via telephone, electronic means or via letter, in order to maximise claimant welfare.

If you have any questions about the role, please contact:

David Thomas Senior Recovery Officer .

david.thomas@powys.gov.uk

Your responsibilities will be:

To verify and determine the most effective means of debt recovery for all debt streams being overpaid benefits from final stage, Post summons stage for Council Tax & Business Rates, Final reminder stage for Sundry Debts.

Ensure all enforcement and recovery actions taken fully comply with legislation, case-law, policies, performance targets and procedures. Instigate the most appropriate and effective means of recovering monies post liability Order and County Court Judgement that is available to the Council, including to sanction the conversion of a County Court Judgement to a High Court Judgement if appropriate.

To provide specialised advice, guidance and explanations to customers and other third parties, regarding overpayment recovery and connected issues such as Council Tax liability, deferred charges, welfare-benefit take-up, signposting to advice & support agencies. This advice and guidance will be provided face-to-face, via telephone, electronic means or via letter, in order to maximise claimant welfare.

To serve a County Court Judgement in pursuing Housing Benefit overpayments and Sundry Debts and attend and assist the council's representative at Magistrates court as required.

To apply and register deferred charges by liaising with land registry, customer representatives and internal /external solicitors to secure customer debt owed to the council

Regularly monitor and review debts on accounts and take appropriate steps to ensure outstanding monies are collected timely, by best available means to maximize Income collected, including special arrangements, sending debts to external Enforcement Agency.

To deal with all customer contact and deal with changes and notifications received by telephone, personal interview, e-mail or correspondence from the Council Tax, Sundry Debts & Business Rates payer, their representative or a third party in respect to all debt recovery matters.

To make consistent and well reasoned decisions and judgements in relation to effective debt recovery. This will include having regard to other debt recovery in the council and the debtor's personal and financial circumstances through use of the Standard Financial Assessment where appropriate, which are then communicated to the customer.

To consider the costs incurred whilst debts are pursued, especially those with the Enforcement Agency or debts to be pursued by way of a County Court Judgment and make decisions in consultation with service Departments as to the cost effectiveness of continued recovery, especially with regard to cases where debtor has other Local Authority debts.

Make recommendations to the Senior Recovery Officer about improvements to procedures and service and to contribute to effective communication within the team/service attend meetings and other events designed to improve communication and assist with the effective development of the Recovery hub.

To attend relevant meetings with Corporate Legal and Enforcement Panel meetings with various service areas. To make referrals to adult social care for Protection of vulnerable adults (POVA) investigations where they suspect financial abuse of the service use.

To liaise with all departments of the council, government departments, external bodies such as debtors, Enforcement Agents, Solicitors, Collection & court agents and debt advice agencies
Prepare accounts for write off where the debt is irrecoverable or reversal where it is later identified the debt can be recovered.

To be vigilant to fraud and error within the income work stream, ensuring that any concerns are referred through the agreed process to Fraud officers for further action to be taken and to work in co-operation with any investigations.
To contribute to the achievement of performance targets at individual and team levels through the management of workflows and through the performance targets for enforcement and recovery of debts.

To deal with challenging and aggressive customer contacts in accordance with Powys policy.
Any other duties as directed by the Senior Recovery Officer that is consummate with the grade of the post.

DBS:

This position has a requirement for a Standard DBS Check

Health and Safety Statement:

To co-operate with their employer and follow health and safety advice and instructions

Equalities Statement:

To abide by the principles and practice of equality of opportunity as laid down in the Council's Equalities Policy

Welsh Language Requirement:

Welsh language skills are desirable

NOTE;

Notwithstanding the detail in this job description, the job holder will undertake such work as may be determined by the Manager from time to time, up to or at a level consistent with the 'Principal Responsibilities of the Job'.

PERSONAL SPECIFICATION

Do you think you're the right person for the role? Then, demonstrate you meet the following criteria in your application.

Experience

Essential

- Minimum of 3 years experience in enforcement & recovery of Revenues, Awards or debtors environment.
- In depth experience of Northgate and Civica Document Management or similar ICT systems as well as bespoke systems (such as RBV) and other standard applications
- Experience of working in an office environment
- Experience in dealing with vulnerable and aggressive customer enquiries in an appropriate, diplomatic and professional manner.

Knowledge

Essential

- Detailed knowledge of Council Tax and Business Rates legislation & case law, knowledge of sundry debts , including Social care Legislation and award overpayments legislation and case law,
- Knowledge of Awards and welfare benefits & other welfare awards and practices.
- Detailed knowledge of Housing Benefit / Council Tax Benefit / Council Tax Reduction legislation & case law
- Detailed knowledge of the Magistrates Court Tribunal procedures and of the serving and securing of a County Court judgment in pursuing overpaid Housing Benefit & Sundry Debts
- Good Knowledge of High Court Judgments- and procedures for converting a County Court judgment

Qualifications and Training

Essential

- 5 GCSE grade A-C passes including
  English and Mathematics or equivalent
- Commitment to undertaking any qualification relevant to this post

Desirable

- I.R.R.V. technician or equivalent

Personal Qualities

Essential

- Be able to work independently and on own initiative as well as part of a team.
- Able to work in a pressurised environment that is subject to frequently changing circumstances.
- Ability to plan and prioritise effectively ensuring deadlines and targets are achieved.
- Ability to work and make decisions, within prescribed procedures, with the minimum supervision.
- Able to negotiate effectively at all levels in recovery of debt including the ability to deal with difficult cases.

Skills

Essential

- Excellent organisational skills
- Proven ability to communicate effectively to a variety of audiences in writing and verbally in a clear and concise manner.
- Proficient use of ICT skills in order to use a number of different computer systems specific to enforcement & Recovery as well as other standard applications (such as Microsoft office).
- Ability to handle and share confidential & sensitive information with internal and external organisations in accordance with Data Protection Act

Other Requirements

Desirable

- A current driving license

Welsh language skills are desirable

Recruiting manager: Martyn Harding Income & Awards Manager
Date: Feb 2023

Our values:

Professional
Whatever role we play in the council, we act with professionalism and integrity

Positive
We take a positive attitude in all we do

Progressive
We take a proactive and responsible approach to planning for the future

Open
We keep each other informed, share knowledge and act with honesty and integrity

Collaborative
We work constructively and willingly on joint initiatives

How to apply

You will need to complete the online application, it's simple, just follow the process step by step.

Top tips:

- Read the Job Description and Person Specification carefully and evidence that you meet all of the essential criteria in your supporting statement.
- Sell yourself and where possible give examples
- List your qualifications that are relevant for the position, as detailed in the person specification.
- Ensure one of your referees is from your most recent employer or if this is your first job why not ask a school teacher or tutor, just ensure you know them at a professional level.

- Be honest Tell us about any gaps in your employment history
- Complete the application in full

Next steps

The closing date for applications is 22/11/2026
Once submitted we will email you to let you know we've received your application.

The interviews will take place on 03/12/2026

We wish you luck with your application.