JOB DESCRIPTION

Effective Date: March 24	**Location:**
Job Title: Enforcement Agent	**Grade: 7-9**
Responsible to: Enforcement Manager	**No. of Staff Responsible For: 0**

PURPOSE OF JOB

- To work as part of a team dealing with the collection of varied revenue streams, overseeing 19 services for 7 local authorities with the potential for more.
- Manage own workload and deal with casework to conclusion to achieve results.
- Be solely responsible for visiting defaulters unsupervised at the addresses stated on liability orders/warrants of control to obtain payment, execute liability orders/warrants, make enquiries to trace the whereabouts of absconders or take control of goods to the value of the debt and removal to auction where necessary.
- Identify the correct value of goods for the purpose of sale to satisfy the debt.

MAIN ACCOUNTABILITIES

- Plan daily work schedules
- Visit addresses supplied on liability orders/warrants of control with a view to take control of goods and negotiate payment arrangements
- Prepare detailed reports of all visits
- Liaise with customers and deal with all enquiries, producing reports for all outcomes
- Prepare reports on all cases for the Enforcement Manager
- Managing, accounting and receipting of payments
- Manage payment arrangements and collections
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- **Commitment to the Council's Strategic Plan**
- **To undertake any training and development as required**
- **To comply fully with the Council's Equal Opportunity Policy**
- **To comply fully with the Council's Health and Safety at Work Policy**
- **To comply fully with the Council's Data Protection Policy**
- **To assist as required in the Council's Emergency Plan**
- **To comply fully with the Council's IT Security Policy**
- **To undertake other duties commensurate with the grade of the post**

PERSON SPECIFICATION

Enforcement Agent

Attributes:		Essential/ Desirable	Assessed By
Education, Training and Knowledge	• Full driving licence • Minimum Level 2 in Taking Control of Goods • Hold a current County Court Enforcement Agent Certificate • Detailed knowledge of the Enforcement Process for all debt types • Good level of literacy and numeracy skills • Knowledge of Insolvency Legislation	Essential Essential Essential Essential Essential	Application and Interview for all criteria
Experience	• Working in a Revenues and Parking Enforcement environment • Working with vulnerable people • Interpreting and applying legislation • Managing Conflict • IT literate in Outlook, word and excel • Working knowledge of OneStep Debt Recovery System • Dealing with challenging customers • Have knowledge of tracing systems and procedures and to utilise them responsibly.	Essential Desirable Desirable Essential Desirable Desirable Essential Desirable	Application and Interview for all criteria

COMPETENCY PROFILE

Work Together	• Proactively contributes to ensure that the wider service objectives are achieved. • Ability to work as part of a team and motivate colleagues to achieve team objectives. • Work closely and co-operate with other service departments and contractors retained by the Council for enforcement of debts. • Excellent communication and interpersonal skills. • Share knowledge and experience to grow the wider team.
Respect Everyone	• Build positive relationships and ensure credibility. • Ability to challenge effectively. • Conscientious individual. • Treating customers with care and ability to identify vulnerability situations

Develop and Grow	• Take ownership of actions and ensures timely delivery. • Identify solutions not problems. • Be open to new ideas and concepts • Take responsibility for developing own skills and knowledge in current roles, as well as future ambitions. • Have detailed knowledge of Lone working Policy
Make a Difference	• Demonstrates objectivity for benefit of internal and external customers. • Right first-time approach. • Implement ideas which will improve the customer experience, internal and external.
Care	• Awareness and commitment to promoting equal opportunities. • Consider equalities in all work undertaken. • Assertive and proactive with commitment to high standards of service delivery.