Stockton-on-Tees
BOROUGH COUNCIL

APPLICATION FOR EMPLOYMENT

Thank you for the interest you have shown in the vacancies within Stockton on Tees Borough Council.

Completed forms can be e-mailed to recruitment@xentrall.org.uk or posted to **Xentrall Recruitment Services, PO Box 891, Stockton on Tees, TS19 1JT,** marking the envelope in the top left hand corner with the post reference number.

In accordance with our recruitment procedures, your application will only be considered if it is received on or before the closing date as shown in the advertisement.

In the interests of economy, applications received via the post are not automatically acknowledged. If you require confirmation that your application has been received please enclose a stamped addressed envelope or telephone 01642 526992.

If you have not been contacted within 4 weeks of the closing date for receipt of applications, please assume that on this occasion your application has not been successful.

Recovery Officer

Vacancy ID: 007410

Salary: £8,390.50 - £8,709.50 Annually

Closing Date: 23/04/2017

Benefits & Grade

Grade E

Contract Details

Permanent

Contract Hours

18.5 hours per week, alternate Wednesday, every Thursday & Friday

Disclosure

The successful applicant will be subject to a Disclosure Scotland check

Job Description

In the role of recovery officer, you will be part of a recovery team based at Bayheath House, Stockton, dealing with the collection and enforcement of council tax and overpaid housing benefit debts.

You will be someone who is enthusiastic, conscientious and hard-working, with excellent organisational and IT skills.

Your responsibilities will include updating and monitoring council tax and housing benefit accounts, determining recovery methods and liaising with customers, in writing and by telephone, to respond to enquiries and make arrangements to clear accounts.

You must be a team player who can work accurately whilst focusing on priorities and achieving targets. Strong customer service and communication skills are also required, with the ability to deal with matters effectively in challenging and sensitive situations.

For more detailed information about this role, please refer to the job description and person specification in the vacancy information document.

For detailed information on this role, please refer to the Job Description and Person Specification.

For a further informal discussion, please contact Leanne McGrogan, Recovery Team Leader, on 01642 526820.

An online application form and further information is available from www.stockton.gov.uk/job-vacancies/. Alternatively you can contact Xentrall Recruitment Services, Tel: (01642) 526992 or email recruitment@xentrall.org.uk

Stockton-on-Tees Borough Council ensures that all customers, both internal and external receive a consistently high quality level of service.

Stockton-on-Tees BOROUGH COUNCIL			**JOB DESCRIPTION**
Directorate: **Finance and Business Services**			**Service Area:** **Revenues and Benefits**
JOB TITLE: Recovery Officer			
GRADE: E			
REPORTING TO: Senior Court and Recovery Officer			
1.	**JOB SUMMARY:** To assist with the recovery and enforcement of unpaid Council Tax and Housing Benefit Overpayment in accordance with the Council's policies and procedures.		
2.	**MAIN RESPONSIBILITIES AND REQUIREMENTS**		
	1.	To initiate the most appropriate form of recovery action in respect of unpaid council tax and housing benefit overpayment to maximise collection levels for the council; identifying potentially vulnerable cases and taking the necessary action in respect of these.	
	2.	To implement attachment of benefit/earnings/allowances and to refer suitable cases to enforcement agents as required.	
	3.	To recover overpaid housing benefit from ongoing housing benefit where possible, raising invoices within the council's debtors system where it is not.	
	4.	To assist with monitoring the performance of the enforcement agents.	
	5.	To assist with the checking and preparation of debts to be written off.	
	6.	To assess completed financial enquiry forms and arrange alternative payment arrangements as necessary and to respond to customer enquiries on matters relating to the team.	
	7.	To liaise effectively with internal and external partners concerning the recovery of overpaid housing benefit and unpaid council tax and specialist areas of non-domestic rates.	
	8.	Setting up and monitoring payment arrangements and initiating further recovery action in cases of default.	
	9.	To pro-actively contact debtors using the most appropriate method of communication to maximise collection levels for the council.	
	10	To have an awareness of welfare assistance and make referrals as necessary to the welfare assistance team.	
	11	To carry out data checks using the Department for Work and Pension's (DWP) CIS system and the Experian system complying strictly with security and confidentiality requirements.	
	12	To operate PC's and multiple IT systems to obtain, verify, reconcile, input and extract information.	
	13	To co-operate with the implementation and introduction of revised methods of work, including changes that may arise from the development of new technology, the introduction of new legislation and guidance, or other reasons.	
	14	To undertake such personal training as may be deemed necessary to meet the	

		duties and responsibilities of the post.

3. GENERAL

Job Evaluation - This job description has been compiled to inform and evaluate the grade of E using the NJC Job Evaluation scheme as adopted by Stockton Council.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Workforce Culture and supporting behaviours and Code of Conduct – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

Shaping a Brighter Future – The post holder will embrace the Council's "Shaping a Brighter Future" programme.

Personal Development – As defined by the Council's Culture Statement, all employees will take responsibility for their own development

Customer Services – The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton-on-Tees Borough Council.

Policies and Procedures - The post holder is required to adhere to all Council Policies and Procedures.

Health and Safety - The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

Safeguarding - All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

Stockton-on-Tees BOROUGH COUNCIL

PERSON SPECIFICATION

Job Title/Grade	**Recovery Assistant**	
Directorate / Service Area	**Finance and Business Services**	Revenues and Benefits
Post Ref:	**33834**	

	ESSENTIAL	**DESIRABLE**	**MEANS OF ASSESSMENT**
Qualifications	• NQF level 2 qualification or the equivalent level of knowledge gained through substantial demonstrable direct work experience.	• NVQ Level 3 or equivalent.	Application form
Experience	• Experience of work within a revenues and benefits environment. • Working within a debt recovery environment. • Giving advice and information to the public over the telephone and by letter/email.	• Working with Civica Open Revenues / Information @ Work document management system.	Application / Interview

Skills	• Ability to prioritise work and achieve deadlines with the minimum of supervision. • Ability to communicate effectively both verbally and in writing with individuals at all levels. • Ability to establish and promote good working relations with colleagues within the council, and other agencies and organisations. • General ICT skills.	• Good understanding of Council Tax, Non Domestic Rates and Housing Benefit legislation. • An understanding of the court process and production of court paperwork.	
Specific behaviours relevant to the post	• Demonstrate the Council's Behaviours which underpin the Culture Statement, specifically but not limited to: • Contribute to council, service and team goals • Work effectively with other teams and services to get things done • Take time to understand the needs of our customers • Be reliable, on time and meet deadlines • Actively seek opportunities to learn and develop		Application / Interview

Other requirements			

Person Specification dated October 2016

Conditions of Service

General
Conditions of service will vary from service to service. However, there are some general points to cover.

Conditions of service generally are those contained in the appropriate National Joint Council Schemes but have been supplemented in a number of areas by locally agreed conditions. The relevant Handbooks are available for reference in all departments.

Office Hours
The normal working week is 37 hours. Council offices are generally open to the public from 8.30 a.m. to 5.00 p.m. (4.30p.m. on Friday). The majority of office staff are able to take part in the Councils flexible working hours scheme. Elsewhere, fixed hours or shift working may be operated according to the needs of a particular service.

Annual Leave
The basic annual leave entitlement is 26 days plus 8 public holidays. Employees with 5 years continuous service receive 31 days annual leave.

Sick Pay
Most employees are covered by the provisions of the nationally agreed sick pay schemes which allow periods of absence on half pay and full pay according to length of service.

Pension
You will automatically be entered into the Local Government Pension Scheme (LGPS) unless you choose to opt out. This is a contributory pension scheme and meets Government standards for automatic enrolment. If you do not opt out within three months of joining the LGPS, you will not be eligible to receive a refund of your contributions but will instead be given deferred benefits within the Scheme. If you decide to opt out of the Scheme your employment, earnings and age will be monitored in line with automatic enrolment guidelines.

Medical Examination
Before commencing your employment, you will need to complete a medical questionnaire and may be subject to a medical examination.

Probation
New entrants to Local Government will be required to complete a six month probationary period.

Equal Opportunities
The Council is working towards an environment where all employees, residents and service users receive equal treatment regardless of gender or gender reassignment, marital or civil partnership status, sexual orientation, age, disability, race, religion or belief, social origin, pregnancy and maternity.

Job Sharing
A voluntary Job Sharing Scheme is in operation. Applications to job share are welcome and there is no requirement for you to apply with a partner.

Payment of Salaries
Salaries are paid monthly on the last working day of the month. All payments are made by credit transfer direct to a nominated bank or building society.

Smoking Policy
The Council operates a No Smoking Policy.

Politically Restricted Posts
The Local Government and Housing Act 1989, as amended by the Local Democracy, Economic Development and Construction Act 2009 designate certain posts as politically restricted. If this is the case it will be detailed on the job description and means that you would be disqualified from being a member of a Local Authority, the House of Commons or of the European Parliament. Further information is available upon request.

Rehabilitation of Offenders Act 1974
Having a criminal record will not necessarily bar you from working for the Council. This will depend on the nature of the post and the circumstances and background of your offence(s). To assist the Council in determining the suitability of your employment, certain posts are subject to a DBS check. If this is the case an appropriate statement will appear in the recruitment advertisement.