

Newcastle City Council Job

Description



Post Title: Income & Recovery Officer

Evaluation: 446 Points

Grade: N5

Responsible to: Revenues & Benefits Operational Team Leader

Responsible for: N/A

Job Purpose: To support billing, collection and recovery of income due to the Council and allocation of payments received to all financial systems in accordance with procedures and statutory requirements.

Main Duties:

The following is typical of the duties the postholder will be expected to perform. It is not necessarily exhaustive and other duties of a similar nature and level may be required from time to time.

1. To negotiate with customers and pro-actively pursue recovery of debt where appropriate to maximise income due to the Council.
2. To generate invoices and verify and process payments received ensuring they are accurately allocated in accordance with the financial regulations.
3. To investigate unidentified income and to allocate it accurately from suspense accounts to prevent enquiries from budget managers.
4. To provide advice, support and guidance to customers in the line with policies and procedures.
5. To attend court to provide information as required.
6. To contribute towards business process improvement and e channel enablement.
7. To assist with maintaining controls to ensure the availability of accurate information.
8. To contribute to the development, implementation, review and maintenance of business systems and processes.
9. To undertake quality assurance as required.
10. To develop and maintain positive and collaborative working relationships with relevant internal and external stakeholders.
11. To ensure compliance with all statutory requirements relating to the collection of income including VAT.
12. To promote and implement the Council's equal opportunities policies in all aspects

of employment and service delivery.