

Post Title: Debt Recovery Team Manager (A4447)

Evaluation: 518 Points **Grade N7**

Responsible to: Revenues & Benefits Manager

Responsible for: Debt Recovery Team

Job Purpose: To manage the daily operations of the Debt Recovery Team in accordance with legislation, regulations and the City Council's policies and procedures.

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 ensure that all aspects of debt recovery including sundry debt and housing benefit overpayments etc. are performed to data quality standards in accordance the City Council's financial regulations and procedures.
2. To negotiate and agree special arrangements for payment with customers, clients and third parties as appropriate.
3. To allocate, control and monitor the team's workload and performance to ensure that all deadlines and targets are met and performance levels deliver upper quartile.
4. To ensure that debt recovery systems and customer portals are modern, fit for purpose and fully integrated.
5. To coach, mentor and appraise staff to ensure they perform at the highest level.
6. To provide relevant training, briefings and technical advice and guidance to staff to support them in achieving service objectives.
7. To provide professional, advice and guidance to colleagues across the council as well as external stakeholders, clients and customers.
8. To develop and implement new processes, procedures and controls in response to statutory or operational changes.
9. To develop and maintain positive and collaborative relationships with all internal and external stakeholders.

10. To liaise with other Service Teams within the Council, and public and private organisations and partners, on matters relating to debt recovery.
11. To represent the Council with relevant internal and external bodies as required
12. To participate in identifying and implementing business process improvements and participate in the development of business opportunities relevant to the service area.
13. To contribute towards effective development and implementation of revenues and benefits policies across the council.
14. To participate in specific projects as required.
15. To promote and implement the Council's equality policy in all aspects of employment and service delivery.