Northumberland County Council
JOB DESCRIPTION

Post Title: Recovery Officer	**Director/Service/Sector** Finance Group/ Financial Services/ Revenues and Benefits		**Office Use**
Band: 5	**Workplace:**		**JE ref: 802** **HRMS ref:** FS4.1.1.3.1
Responsible to: Recovery Team Leader	**Date:** January 2010	**Manager Level:**	

Job Purpose: To maximise the collection of debts due to the Council for local taxation.

Resources Staff	None
Finance	Day to day monitoring of revenues and benefits budget (very large budget) and advising and action cases requiring attention to overpayments. Assist with the issuing of recovery documentation
Physical	Operate the Revenues IT system and document management system
Clients	Council Tax payers and customer service staff

Duties and key result areas:

1. Assist the Recovery Team Leader in the recovery of Council Tax to ensure that an effective and efficient standard of service is provided.
2. Exchanging orally and in writing complex and contentious information with a range of audiences, including non specialists and assisting in the compilation of recovery claims.
3. Prepare and issue council tax reminders, final notices, summonses and other recovery notices in accordance with the recovery timetable.
4. Agree and monitor special arrangements for payment.
5. Attend Magistrate Court hearings and provide help and advice to tax payers.
6. Take further recovery action after the issue of liability orders as appropriate and in accordance with legislation.
7. Encourage take up of any benefits for which the debtor may be eligible.
8. Liaising as necessary with other council departments and outside bodies including bailiffs.
9. Provide advice information and assistance with enquiries both written and verbal.
10. On a rota basis or as directed, attend interviews with customers and/or their representatives at a Council office or other venue.
11. Actively assist in the development of policies and procedures and service plans and make suggestions for continuous improvement to ensure high quality services are delivered
12. To participate in Team Meetings and service reviews where appropriate.
13. Assist in project work where required and keep up to date with changing legislation.
14. Ensure output of work is in line with service standards and data protection principles.
15. Adopt effective and constructive relationships with colleagues and external contacts to promote effective partnership working for the delivery of high quality services.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Transport requirements:	None
Working patterns:	Flexible
Working conditions:	

Northumberland County Council
PERSON SPECIFICATION

Post Title: Recovery Officer	**Director/Service/Sector** Finance Group/ Financial Services/ Revenues and Benefits	Ref: 802
Essential	**Desirable**	**Assess by**
Knowledge and Qualifications		
● 4 GCSE's or equivalent inc Maths and English ● Knowledge of the Local Government Finance Act 1988 and associated Statutory Instruments ● Awareness and commitment to proactive customer care ● Awareness of the Data Protection Act ● Awareness of best practise in service delivery ● Awareness of practical and procedural issues relating to the service	● IRRV Technician ● Evidence of personal development	(a)
Experience		
● Clerical/administrative experience. ● Experience of being part of a team ● Experience of operating computerised systems ● Desire of providing effective customer care ● Experience of dealing effectively with others	● Experience of working in a Revenues and Benefits Section in a local authority ● Experience of the Northgate Revenues and Benefits system ● Experience of a document management system	(a) (i) (r)
Skills and competencies		
● Excellent communication skills both written and verbal ● Good Listening skills ● Operation of computer systems ● Ability to work to deadlines ● Ability to work as part of a team ● High degree of confidentiality required ● Ability to keep accurate computerised and written records and reports of action taken ● Organisational and time management skills ● Diplomacy, tact, influencing and negotiating skills	● ECDL	(a) (i) (r)
Physical, mental and emotional demands		
● Ability to work on own initiative ● The job required general awareness and sensory attention with lengthy periods of concentrated mental attention ● Must be punctual and reliable ● Able to deal confidently with a full range of requests and respond in a mature and courteous manner in sometimes difficult situations		(a) (i) (r)
Other		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits