

Newcastle City Council

Job Description



Post Title: Debt Recovery Officer (A4456)

Evaluation: 453 Points **Grade** N5

Responsible to: Debt Recovery Manager

Responsible for: N/A

Job Purpose: To contribute towards the collection, recovery and enforcement of income from sundry debt and housing benefit overpayments in accordance with Council policy and relevant legislation.

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 invoices and other debt recovery notices are issued accurately and timely.
2. To explore, utilise and set up methods of debt recovery including direct debit, attachment of earnings and benefit, CCJ's and escalation through legal channels.
3. To undertake proactive recovery and enforcement activities and negotiate with customers to maximise income due.
4. To respond to customer enquiries by telephone, email and correspondence.
5. To undertake quality assurance and compliance checks as required.
6. To attend court to provide information as required.
7. To provide advice to colleagues across the council as well as external stakeholders, clients and customers.
8. To develop and maintain positive and collaborative relationships with all internal and external stakeholders.
9. To contribute towards business process improvement and e channel and customer self-service enablement.

10. To contribute towards implementation of debt recovery policies across the council.
11. To participate in specific projects as required.
12. To promote and implement the Council's equality policy in all aspects of employment and service delivery.