



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.

Enforcement Assistant

Vacancy ID: 010539

Salary: £19,554 - £19,945 Annually

Closing Date: 13-10-19

Benefits & Grade

Grade F

Contract Details

Temporary until 31/03/2021

Contract Hours

37 hours per week

Job Description

The Revenues and Benefits service is looking to appoint a full time Enforcement Assistant to be part of the Stockton Collections Team, based in Bayheath House, Stockton. The successful applicant will work as part of a team collecting and recovering various debts owed to the Council, including Council Tax and Business Rates.

To work in our team you will need to be a good communicator, possess excellent organisational and Customer Service skills and be able to work in a busy demanding environment. Ideally, you will have experience of working in a debt recovery setting as you will be negotiating payment arrangements with customers from a variety of backgrounds and understanding and empathy is key to success, while always assisting in maximizing collection and providing support to the role of the Enforcement Agent.


An online application form and further information is available from www.stockton.gov.uk/jobs.

Please ensure you refer to the Job Description and the essential and desirable criteria in the Person Specification when completing the Personal Statement on the application form, as this information is used to select candidates for interview.

If you would like an informal discussion about the post, please contact Nicola Ayre, Enforcement Team Leader, on 01642 528763.

The application form is available in alternative formats from 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: Enforcement Assistant		
GRADE: F		
REPORTING TO: Enforcement Team Leader		
1.	JOB SUMMARY: To be a member of the Revenues and Benefits team working on the enforcement of Council debts for Stockton Collections.	
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS	
	1.	To assist with the enforcement of unpaid Council debts which may include:- <ul style="list-style-type: none"> • The preparation, checking and reconciliation of enforcement documentation • The preparation of cases for enforcement action • Setting up and monitoring of arrangements for payment including those made by the Enforcement Agents and initiating further enforcement action in cases of default • The issue of forms requesting financial information and assessment of completed forms to determine the most appropriate payment arrangement • Checking payment allocation • Ensuring fees have been allocated correctly and where appropriate combining cases
	2.	To liaise with customers which may include: <ul style="list-style-type: none"> • Dealing with telephone enquiries where customers contact the enforcement team making outbound calls to negotiate and make payment arrangements and to follow up on broken payment arrangements • Taking and processing telephone payments • Dealing with correspondence and emails including the returned financial information forms • Preparation of statements of accounts
	3.	To work closely with the Enforcement Agents which may include:- <ul style="list-style-type: none"> • Planning their daily work schedules • Maintaining regular contact

		<ul style="list-style-type: none"> Assisting with enquiries
	4.	To liaise with external agencies, including the CAB and other sections and departments within the Council on matters affecting enforcement
	5	To assist in the training and development of staff and undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post
	6.	To ensure a culture of co-operation and effective joint working is maintained and ensure the service is customer focussed

3. GENERAL

Specific service, team and individual objectives are detailed in the Service and Business Unit Plan

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.

Council Values, Behaviour Framework, Code of Conduct - The post holder is required to carry out the duties in accordance with Council values, behaviour framework, 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.

PERSON SPECIFICATION

Job Title/Grade	Enforcement Assistant	Grade F
Directorate / Service Area	Finance and Business Services	Revenues and Benefits
Post Ref:	32466	

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	<ul style="list-style-type: none"> NQF level 2 qualification or the equivalent level of knowledge gained through substantial demonstrable direct work experience 	<ul style="list-style-type: none"> NVQ Level 3 or equivalent 	Application form
Experience	<ul style="list-style-type: none"> Experience of giving advice and information to the public over the telephone and by letter/email Experience of working within a team 	<ul style="list-style-type: none"> Experience of working within a debt recovery environment 	Application / Interview
Skills	<ul style="list-style-type: none"> Good negotiation skills and the ability to successfully build a rapport with customers Ability to deal empathetically with vulnerable residents and difficult cases Ability to record and process data accurately 		Application / Interview

	<ul style="list-style-type: none"> • Ability to work to deadlines • An aptitude for working with figures • Good communication skills • General ICT skills • Ability to work in a demanding environment 		
Specific behaviours relevant to the post	<ul style="list-style-type: none"> • Demonstrate the Council's Behaviours which underpin the Culture Statement • Promote positivity 	<ul style="list-style-type: none"> • Enthusiastic 	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.