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 | **POST TITLE:** | **Enforcement Agent** |
| 1. **2.**
 | **POST NUMBER:**  |  |
| 1. **3.**
 | **GRADE:**  | Gd7Job Evaluation Ref No: N10447 |
|  | **LOCATION:** | Your normal place of work will be Green Lane, Spennymoor. However, you may be required to work at any council workplace in County Durham |

**Flexible Working:** Subject to service needs the council’s flexible working policy is applicable to this post

**Disclosure & Barring Service:** Subject to DBS Basic disclosure

1. **ORGANISATIONAL RELATIONSHIPS:**

The post holder will be responsible to the Enforcement Service Senior Officer.

1. **DESCRIPTION OF ROLE:**

To support the provision of a responsive, efficient and effective Enforcement Agent Service.

The collection and enforcement of Council Tax, Business Rates, Housing Benefit and Council sundry debt including parking fines and fixed penalty notices.

1. **DUTIES AND RESPONSIBILITIES *SPECIFIC* TO THIS POST:**

Listed below are the responsibilities this role will be primarily responsible for:

1. Act within the limits and guidelines of Taking Control of Goods Regulations 2013 and Taking Control of Goods (Fees) Regulations 2014 and Council policies, procedure and codes of conduct.
2. Visiting debtors at home and/or their workplace with a warrant of execution to secure payment of fees and outstanding debts.
3. Assessing debtors’ financial circumstances by completion of financial statement and negotiating suitable payment arrangement / instalment plan as defined by Council policy and procedures.
4. Collecting and accounting accurately for monies collected in settlement of debts.
5. Update systems to reflect payments and/or arrangements.
6. Monitor payment arrangements taking appropriate action if debtors’ default.
7. Assessing the value of debtors’ good and the completion of controlled goods arrangements and where goods are removed arrange safe and secure storage prior to removal.
8. Manage challenging, aggressive or abusive situation, giving due consideration to codes and conduct and liaising with partner organisations as appropriate.
9. Protect and support vulnerable customers or those in financial hardship through the effective management of the Council’s Debt Management Strategy, Discretionary Housing Payment and Safeguarding Policies and sign-posting to appropriate support including Housing Solutions, health and social care and/or third sector support.
10. Identify cases of potential fraud and report to the appropriate team, service or agency.
11. Mentor and support trainee or in-experienced Enforcement Agents.
12. Maintain an up to date and good working knowledge of the appropriate legislation and Council policies and procedures.
13. Visiting debtors at home and/or their workplace for the purposes of serving summons, court documents and/or legal documentation on behalf of the Council.
14. Support the maximisation of Council revenue through the effective management, collection and recovery of debt referred for enforcement action, as defined by the Council’s Debt Management Strategy.
15. Assist in the provision of a customer focused service, through the development of partnership working with key stakeholders to promote appropriate Council Tax and Business Rates exemptions and discounts, welfare benefits take-up and financial inclusion.
16. Assist with the development of and maintain positive and collaborative relationships with the Payments, Income & Support and Assessment & Awards teams and internal and external stakeholders, to ensure the service is customer focussed.
17. Support the Council’s aims, objectives, culture and behaviours.
18. The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post.

**9. COMMON DUTIES AND RESPONSIBILITIES:**

9.1 **Quality Assurance**

To set, monitor and evaluate standards at individual, team performance and service quality so that the user and the Service’s requirements are met and that the highest standards are maintained.

 To establish and monitor appropriate procedures to ensure that quality data are reported and used in decision making processes and to demonstrate through behaviour and actions a firm commitment to data security and confidentiality as appropriate.

9.2 **Communication**

To establish and manage the team communications systems ensuring that the Service’s procedures, policies, strategies and objectives are effectively communicated to all team members.

9.3 **Professional Practice**

 To ensure that professional practice in the team is carried out to the highest standards and developed in line with the Service’s stated objectives of continual improvement in quality of its service to internal and external customers.

9.4 **Health and Safety**

Manage health and safety in their area of responsibility in accordance with the relevant section(s) of the Corporate/Service Health and Safety Policy and to ensure that the Health and Safety policy, organisation arrangements and procedures as they relate to areas, activities and personnel under your control are understood, implemented and monitored.

9.5 **General Management (where applicable)**

To provide vision and leadership to staff within a specialist team, ensuring that effective systems are in place for workload allocation and management, the application of the Authority’s and the Service’s policies and procedures, including those relating to equality, supervision and appraisal and all aspects of their performance, personal development, health and welfare.

9.6 **Financial Management (where applicable)**

To manage a designated budget (as required) ensuring that the Service achieves value for money in all circumstances through the monitoring and control of expenditure and the early identification of any financial irregularity.

9.7 **Appraisal**

 All employees will receive appraisals and it is the responsibility of each employee to follow guidance on the appraisal process.

9.8 **Equality and Diversity**

As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice.  To ensure our commitment is put into practice we have an equality policy which includes responsibility for all employees to eliminate unfair and unlawful discrimination, advance equality of opportunity for all and foster good relations.

       These policies apply to all employees of Durham County Council.

9.9 **Confidentiality**

 All employees are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work unless it is permitted for the purposes of their role, they have explicit consent from the person concerned or exceptions governed by legislation.

All employees must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and using Council information assets. The Council has a Personal Information Security Policy in place.

9.10 **Induction**

The Council has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.

**Person Specification**

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|  | **Essential** | **Desirable** | **Method of Assessment** |
| **Qualification** | * Enforcement Agent Certificate

Or* Level 3 or equivalent and undertaking to complete Enforcement Agent certification
 | * IRRV level 3 Technician/Certificate or AAT/CIPS equivalent professional qualification
 | Application formSelection ProcessPre-employment checks |
| **Experience** | * Working in debt recovery in local government or a commercial environment
* Experienced in the interpretation and application of legislation
* Experience working in a customer facing environment
* Dealing with customers in a caring and responsive manner
* Managing challenging, aggressive or abusive situations.
 | * Experience of working in Revenues/Benefits/Financial Support/Financial Management
 | Application formSelection ProcessPre-employment checks |
| **Skills/Knowledge** | * The ability to converse at ease with customers and provide advice in accurate spoken English
* Knowledge of enforcement legislations; The Courts & Enforcement Act 2007 & Taking Control of Goods Regulations 2013, Taking Control of Goods Fees Regulations 2014
* Excellent negotiation and communication skills
* Ability to deal empathetically with vulnerable customers and difficult cases
* Ability to prioritise and manage workloads and work as part of a team
* Ability to accurately record and process data
* Ability to understand and apply the Council’s values and behaviours
 | * Knowledge of Council Tax, Business Rates, Housing Benefit, or Sundry Debt legislation
* Knowledge of financial management regulations
 | Application formSelection ProcessPre-employment checks |
| **Personal Qualities** | * Self-motivated and enthusiastic with the ability to inspire and motivate other
* Flexible approach to work
* Caring, responsive and customer focused
* Resilient
 |  | Application formSelection ProcessPre-employment checks |
| **Other qualities** | * Travel is an essential requirement of the post
* Will be required to adopt a flexible approach to working hours and be available/contactable outside of standard working hours
 |  | Application formSelection ProcessPre-employment checks |