 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION
Directorate: Finance and Business Services		Service Area: Revenues and Benefits
JOB TITLE: Recovery Officer		
GRADE: F		
REPORTING TO: Recovery Supervisor & Court Officer		
1.	JOB SUMMARY: To assist with the recovery and enforcement of unpaid Council Tax and Housing Benefit Overpayment in accordance with the Council's policies and procedures.	
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS	
	1.	To initiate the most appropriate form of recovery action in respect of unpaid council tax and housing benefit overpayment to maximise collection levels for the council; assisting with the maintenance of liability records before progressing accounts and identifying potentially vulnerable cases and taking the necessary action in respect of these.
	2.	To implement attachment of benefit/earnings/allowances and to refer suitable cases to enforcement agents as required.
	3.	To recover overpaid housing benefit from ongoing housing benefit where possible, raising invoices within the council's debtors system where it is not.
	4.	To assist with monitoring the performance of the enforcement agents.
	5.	To assist in tracing absconded council taxpayers.
	6.	To assist with the checking and preparation of debts to be written off.
	7.	To assess completed financial enquiry forms and arrange alternative payment arrangements as necessary and to respond to customer enquiries on matters relating to the team.
	8.	To liaise effectively with internal and external partners concerning the recovery of overpaid housing benefit and unpaid council tax and specialist areas of non-domestic rates.
	9.	Setting up and monitoring payment arrangements and initiating further recovery action in cases of default.
	10	To pro-actively contact debtors using the most appropriate method of communication to maximise collection levels for the council.
	11	To have an awareness of welfare assistance and make referrals as necessary to the welfare assistance team.
	12	To carry out data checks using the Department for Work and Pension's (DWP) CIS system and the Experian system complying strictly with security and confidentiality requirements.
	13	To operate PC's and multiple IT systems to obtain, verify, reconcile, input and extract information.

	14	To co-operate with the implementation and introduction of revised methods of work, including changes that may arise from the development of new technology, the introduction of new legislation and guidance, or other reasons.
	15	To undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post.

3. GENERAL

Job Evaluation - This job description has been compiled to inform and evaluate the grade of F 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.

Workforce Culture and supporting behaviours and Code of Conduct – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, 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.

	Name:	Signature:	Date
Job Description written by: (Manager)	Julie Auffret		October 2019
Job Description agreed by: (Post holder)			

Job Description dated October 2019



PERSON SPECIFICATION

Job Title/Grade	Recovery Officer	
Directorate / Service Area	Finance and Business Services	Revenues and Benefits
Post Ref:		

	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"> Working within a debt recovery environment. Giving advice and information to the public over the telephone and by letter/email. 	<ul style="list-style-type: none"> Experience of work within a revenues and benefits environment. Working with Civica Open Revenues / Information @ Work document management system. 	Application / Interview

Skills	<ul style="list-style-type: none"> • Ability to prioritise work and achieve deadlines with the minimum of supervision. • Ability to communicate effectively both verbally and in writing with individuals at all levels. • Ability to establish and promote good working relations with colleagues within the council, and other agencies and organisations. • General ICT skills. 	<ul style="list-style-type: none"> • Good understanding of Council Tax, Non Domestic Rates and Housing Benefit legislation. • An understanding of the court process and production of court paperwork. 	
Specific behaviours relevant to the post	<ul style="list-style-type: none"> • Demonstrate the Council's Behaviours which underpin the Culture Statement, specifically but not limited to: • Contribute to council, service and team goals • Work effectively with other teams and services to get things done • Take time to understand the needs of our customers • Be reliable, on time and meet deadlines • Actively seek opportunities to learn and develop 		Application / Interview
Other requirements			