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| **Job Description** |
| **Post title** | Enforcement Agent  |
| **JE Reference No** | N10447 |
| **Grade** | Grade 7 |
| **Service** | Resources |
| **Service Area** | Finance & Transactional Services – Payments, Income & Support |
| **Reporting to** | The post holder will be responsible to the Enforcement Service Senior Officer. |
| **Location** | Your normal place of work will be Green Lane, Spennymoor, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post is subject to a Basic disclosure. |
| **Flexitime** | This post is eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **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.

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| **Duties and responsibilities** |

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

* 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.
* Visiting debtors at home and/or their workplace with a warrant of execution to secure payment of fees and outstanding debts.
* Assessing debtors’ financial circumstances by completion of financial statement and negotiating suitable payment arrangement / instalment plan as defined by Council policy and procedures.
* Collecting and accounting accurately for monies collected in settlement of debts.
* Update systems to reflect payments and/or arrangements.
* Monitor payment arrangements taking appropriate action if debtors’ default.
* 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.
* Manage challenging, aggressive or abusive situation, giving due consideration to codes and conduct and liaising with partner organisations as appropriate.
* 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.
* Identify cases of potential fraud and report to the appropriate team, service or agency.
* Mentor and support trainee or in-experienced Enforcement Agents.
* Maintain an up to date and good working knowledge of the appropriate legislation and Council policies and procedures.
* 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.
* 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.
* 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.
* 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.
* Support the Council’s aims, objectives, culture and behaviours.

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.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*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.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * 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
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| 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
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| 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
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| Personal Qualities | * Self-motivated and enthusiastic with the ability to inspire and motivate other
* Flexible approach to work
* Caring, responsive and customer focused
* Resilient
* 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
* Clean driving licence (maximum 3 points)
* Clear debt history – no current CCJ/bankruptcy orders.
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