Enforcement and Compliance Officer

Reports to: In-House Compliance and Enforcement Manager

Evaluation: **541** points
Grade: **N7**
Reference: **AA3832**

Purpose

To provide a comprehensive debt recovery and enforcement service and maximise income due to the Council

Main Duties

These are some of the typical duties you will be expected to perform. This is not exhaustive, and you may need to complete similar tasks as required.

1. To locate and liaise with debtors to establish the best method of recovery including negotiation of payment, and provision of debt management advice where appropriate.

2. To assist in maintaining a healthy, safe and secure environment and to act in accordance with the Council's policies and procedures and to strictly adhere to the Lone Working policy and work with colleagues to co-ordinate support for high-risk visits.

3. To ensure that all first visits to debtors are carried out promptly within a set timetable, in accordance with procedure.

4. To accurately maintain and return documentation relating to individual cases in accordance with procedure.

5. To keep up to date with the Council's policies and protocols on recovery and enforcement of debts and to remain compliant with relevant legislation.

6. To provide advice on local taxation liability including eligibility to discounts, exemptions, reliefs and welfare benefits, and to promote awareness of the availability of these.

7. To identify vulnerable individuals and to promote social and financial inclusion to residents.

8. To operate to the Council's standards and in accordance with financial regulations concerning cash handling, receipt issuing, reconciliation and allocation of payments.

9. To enforce liability orders in accordance with the Taking Control of Goods Regulations 2013 and arrange for the removal and sale of debtor's goods.

10. To process and serve statutory demands and petitions for insolvency, attend Court as necessary and execute arrest warrants in line with Court Instructions.

11. To develop and maintain positive collaborative working relationships with all relevant stakeholders to reduce liability and enhance debt recovery
12. To assist with the design and delivery of relevant training across the service as required.

13. To promote and implement the Council's Equality Policy in all aspects of employment and service delivery.