



Stockton-on-Tees
BOROUGH COUNCIL



Job Description

Enforcement Agent

Job details

Grade:	H
Directorate:	Revenue, Benefits & Welfare
Reporting to:	Team Leader, Stockton Collections
Location:	Dunedin House, Stockton
Contract:	Full time (37 hours)

Job Summary:

This is a dynamic field-based role where no two days are the same. You'll work directly with residents and businesses to recover Council Tax, Business Rates, Car Parking and other outstanding debts on behalf of the Council, helping to ensure essential local services continue to be delivered.

As an Enforcement Agent, you'll visit customers at their homes and workplaces, engaging with people from all walks of life to understand their circumstances, be responsible for negotiating solutions, assessing financial situations, taking control of goods where necessary and ensuring all enforcement activity is carried out professionally, fairly and in line with legislation.

Main responsibilities:

- Carry out enforcement activity professionally, safely and in line with the Council's Enforcement Agent Code of Conduct and relevant legislation.
- Visit residents and businesses to recover outstanding Council Tax, Business Rates, Car Parking and other debts, securing payment in full or negotiating suitable repayment arrangements.
- Assess financial circumstances, value goods appropriately and complete Controlled Goods Agreements in accordance with statutory regulations.
- Confidently manage challenging situations, using effective negotiation and conflict-resolution skills while working with partner agencies where required.
- Monitor and manage repayment plans, taking further enforcement action, including the removal and storage of goods, where agreements are not maintained.
- Process payments received during visits, ensuring accurate records and receipts are provided.
- Identify vulnerable customers and signpost them to appropriate financial, welfare and debt support services.
- Recognise potential entitlement to Council Tax Reduction, Business Rates Relief and discretionary schemes, referring cases for further investigation where appropriate.
- Remain alert to fraud and misrepresentation, carrying out checks and referring concerns for investigation.



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Personal Specification

Main responsibilities:

- Respond to customer enquiries, maintain accurate records and ensure compliance with data protection, audit requirements and Council policies.
- Work collaboratively with colleagues, partners and external agencies to improve recovery outcomes and deliver an excellent customer experience.
- Carry out enforcement activity professionally, safely and in line with the Council's Enforcement Agent Code of Conduct and relevant legislation.
- Assist in the interpretation of the legislation and regulations relating to enforcement activities.
- To deal with correspondence and telephone enquiries from debtors as a result of an enforcement visit.
- Take action to prevent data breaches, ensuring personal and sensitive information is kept secure.
- Collaborate in the implementation and adoption of revised working practices, including changes arising from technological advancements, new legislation, updated guidance, or other organisational requirements.
- Assist in the training and development of staff and undertake any personal training that is necessary to meet the duties and responsibilities of the post.

Essential criteria

Qualifications:

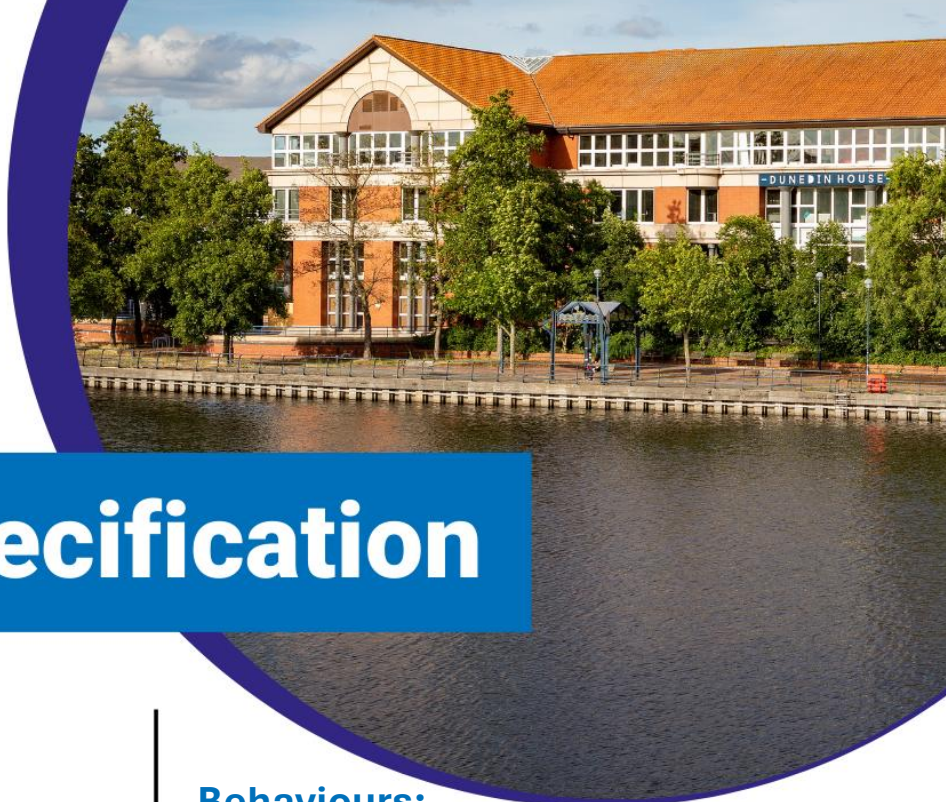
- Educated to NVQ 4 or the equivalent level of knowledge and skill gained through substantial demonstrable direct work experience.
- You will be supported to obtain and maintain a valid court issued Enforcement Agent Certificate.

Experience:

- A minimum of 12 months customer service experience



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Personal Specification

Essential criteria

Knowledge and skills:

- Excellent communication skills.
- Ability to cope with and manage challenging situations with the public.
- Good negotiation skills.
- Good ICT skills.
- Time management and organisational skills – the ability to prioritise work, achieve deadlines and use own initiative.
- Ability to write clear and concise English.
- Ability to show empathy whilst remaining calm and demonstrate tact and sensitivity when dealing with customers.
- Have a full understanding of the Taking Control of Goods Regulations 2013 and The Taking Control of Goods (Fees) Regulations 2014 as amended.

Behaviours:

- Demonstrate the Council's Behaviours which underpin the Culture Statement.
- A demonstrable commitment to the delivery of quality services and continuous improvement.
- Contribute to council, service and team objectives.
- Build good links and relationships with other teams and services.
- Make time to listen to, support and involve others.
- Seek out and share ideas for improvement.
- A positive attitude toward change, co-workers, the workplace and the tasks of the job.

Other requirements:

- Due to the frequent need for travel across the borough the ability to drive a car is a requirement of this post.
- A flexible approach to working hours to maximise customer contact; some evening and weekend work will be required.



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Personal Specification

Desirable criteria

- IRRV Technician Qualification.
- Held a Bailiff Certificate for 1 year with no formal complaints.
- Experience of working in a Bailiff/Debt Enforcement environment serving warrants of arrest, levying and removing goods.
- Experience of working in a revenues environment and using Civica Open Revenues systems.
- Experience of working with a wide range of audiences.
- Knowledge of Council Tax, Data Protection, Human Rights and Enforcement Industry legislation and case law.

General (for all Council colleagues)

- **Job Evaluation:** This job description supports grading under the NJC Job Evaluation scheme adopted by Stockton Council.
- **Flexibility:** Duties listed are not exhaustive; additional tasks may be required within the scope of the role.
- **Values & Conduct:** Act in line with Council Values, Behaviours, Code of Conduct, professional standards, and promote equality and diversity.
- **Corporate Parenting:** Share the Council's ambition for children in care and care-experienced young people to thrive and be protected from harm.
- **Personal Development:** Take responsibility for your own learning and growth, as outlined in the Council's Culture Statement.
- **Customer Service:** Deliver consistently high-quality service to all internal and external customers.
- **Policies & Procedures:** Comply with all Council policies and procedures.
- **Health & Safety:** Maintain personal safety and follow Council health and safety requirements.
- **Safeguarding:** Be alert to potential abuse of children and vulnerable adults and act in accordance with the Council's Safeguarding Policy.



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