Job Description

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| **Job Title** | Collection and Recovery ProcessingSpecialist |
| **Grade** | Band F |
| **Reporting To** | Collection and Recovery Team Leader |
| **JD Ref** | BUS0015G |

Purpose

Provide advice and guidance in cases of complexity, sensitivity and/ or challenge to

internal and external customers and colleagues with regard to a specific business support

function to ensure compliance with service provision.

Main Duties And Responsibilities

* Work autonomously, applying knowledge and understanding of the specialist area to

determine an appropriate course of action that produces a consistent and accurate

result.

* Audit cases, systems and processes to ensure compliance with legislation and

procedure to reduce the risk of challenge, investigation, legal intervention and/or

damage to the authority’s reputation.

* Assist Technical Specialist in the preparation and presentation of cases in response

to complaints and/ or at tribunals or court using research and analysis of information,

detailed knowledge and interpretation of legislation and financial options.

* Liaise with customers in response to complex enquiries and advice on revenue

processes and outcomes.

* Provide advice and guidance on complex matters to support members of the team

and team leader.

* Escalate complex matters when required to Technical Specialists.
* Maintain and update the Enforcement Agents Management Information systems

liaising directly with both internal and external enforcement teams as required.

* Assist in maintaining recovery records across the service area in the Oracle Fusions,

Civica Legal and other appropriate document management systems.

* Provide any supporting documentation to Corporate Legal Services as required.
* Undertake tracing activities.

 Investigate recovery of debts in accordance with the recovery strategy/action plan as

instructed by the Revenues and Benefits Manager (Governance and Support).

* Administer recovery in accordance with the Fair Debt Policy and Breathing Space

regulations.

* Liaise with external sources as required i.e. Department for Work and Pension, Office

of the Public Guardian and Court.

* Assist Team Leader to ensure all customer, councillor, MP and FOI enquiries are

handled efficiently.

* Provide administrative support to Team Leader/ Operational Manager as required.
* Ensure that workloads are prioritised and deadlines are achieved with agreed

performance targets.

* Conduct interviews/ home visits to customers on behalf of the team, applying empathy

to protect vulnerable customers from poverty. Be proactive in contributing to the

achievement of revenues statistical and qualitative performance targets.

* Adhering to Council Policies, legislation and procedures, to ensure documents are

processed in accordance with the Council’s retention and destruction policies for both

manual and electronic systems.

**Communication, Engagement and Training:**

* Provide advice and support to colleagues during periods of challenge or escalation of

serious and/or complex cases.

* Provide advice and guidance, both to customers and colleagues, on services, policies

and processes including non-routine enquiries to ensure that correct procedures are

being applied.

* Assist in the training and mentoring of colleagues to help to alleviate complaints and legal

challenges.

* Develop constructive working relationships with colleagues and customers.
* Provide and promote a customer focussed service in conjunction with other Council

service providers.

* Arrange payment of claims in accordance with legislation, department objectives and in

accordance with budgetary resources and departmental service priorities.

* Record receipt of payments in accordance with procedures and process for banking.
* Ensure that document management is timely, accurate and in compliance with Council

policy and procedures and legislative requirements.

* Contribute to the development and improvement of business support/systems by sharing

ideas, identifying problems and offering possible resolutions.

* Available to interchange between roles within the service depending on business,

legislative or Central Government requirements.

* Ensure financial procedures and processes are followed and amended in accordance with

changes in legislation.

* When providing information or investigating an enquiry or overpayment ensure that

deadlines are met to enable others to progress the outcomes.

* Following proper investigation procedures and processes decide whether to proceed with

prosecution of applicant.

* Escalate complex problems to line manager as required.
* Apply knowledge and understanding of the specialist area in order to determine an

appropriate course of action that produces a consistent and accurate result.

**Compliance:**

* Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.

**Other:**

* Any other duties commensurate with the grade.

Role Specific Knowledge, Experience And Skills

Knowledge & Skills:

• Excellent interpersonal and communication skills

• Able to demonstrate a comprehensive understanding of legislation to support

processing procedures

• Knowledge of relevant specialist legislative requirements e.g. council tax, benefits,

etc.

• Understanding of confidentiality requirements

• Demonstrate the ability to analyse information and make an appropriate decision on

a course of action

• Demonstrate comprehensive IT skills e.g. use of Microsoft Office etc.

• Able to work to deadlines

Experience:

• Experience of working in a customer service or office environment

Desirable Criteria

Knowledge & Skills

 Knowledge and experience of working in a local government transactional

environment

Additional Information

Able to adopt an agile working approach in response to business requirements home/office

NOTE:

The job role holder may be required to undertake other reasonable duties

commensurate with the job role descriptor grade as directed by the Head of

Service.

This job role profile will be reviewed regularly and may be subject to amendment or

modification at any time after consultation with the post holder. It is not a definitive

statement of procedures and tasks but sets out the main expectations of the Service in

relation to the post holder’s responsibilities and duties.

Health & Safety Considerations:

* Prolonged Repetitive Movements/Actions
* Lone working
* Visiting/Court duties
* Exposure to persons with challenging or aggressive behaviour

Approved By: Head Of Service



Date of Approval: 18/08/22