



Title Statutory Debt Recovery Officer (Debt Recovery & Enforcement Team)	Department Environment & Resources	Post Ref. 6325
Job Purpose To pursue the collection of all of the Council's statutory debt to maximise collection within 6 months, minimise the amount which needs to be referred for additional action, identify those who can't pay as opposed to won't pay and re-educate the customer base to ensure future invoices are paid on time.		
Key Responsibilities <ol style="list-style-type: none">1. Liaise with debtors and their representatives directly via the telephone.2. To utilise all other methods of communication available (SMS, Letter, Email) where direct contact is / has not been possible.3. To be aware and mindful of the vulnerability of the customer base, and the impact the action taken could have on them.4. Negotiate with and challenge debtors in a fair, standard and consistent manner to secure immediate payment or instalments.5. To make debtors aware of the consequences of non-payment in order to ensure debts do not accrue and cause a loss of income to the Council as the services involved cannot be stopped.6. To undertake and receive visits from debtors or their representatives.7. To liaise with and provide information to external agencies (The Office of the Public Guardian / Department of Work & Pensions).8. To review all electronic systems available (SAP, A4W, Framework) to progress cases but also identify areas of concern and report these via the appropriate channels to safeguard the customers from financial and other abuse and protect the income of the Council.9. To progress cases at every contact and seek advice from the Senior Debt Recovery & Enforcement Officer.10. To identify improvements in processes and communicate these	Key Accountabilities <ol style="list-style-type: none">1. To uphold and maintain the positive reputation of the Council when dealing with debt collection and its' associated sensitivities.2. To keep up to date with relevant legislation pertinent to the collection of statutory debt – Section 69 of the County Courts Act 1984, Late Payment of Commercial Debt (Interest) Act 1998, Care Act 2014.3. To understand and adhere to PCI DSS standards to ensure the Council can maintain the ability to take card payments.4. To maintain the security and integrity of all personal data, including bank account details, held (electronic and paper) in line with Data Protection principles.5. To work according to the Council's Debt Recovery Policy.6. To respond positively to direction provided by the Senior Debt Recovery & Enforcement Officer.7. To strive to achieve targets set by the Senior Debt Recovery & Enforcement Officer and answer questions if these are not met.8. To participate proactively as a team member and to build positive relationships with staff, customers and external agencies.	

to the Senior Debt Recovery & Enforcement Officer.

11. To escalate issues which may impact on service delivery to the Senior Debt Recovery & Enforcement Officer.
12. To provide cover and support to the Non Statutory Debt Recovery Officers.
13. To undertake any other duties which may reasonably be regarded as within the nature of the duties and responsibilities of the post.

The post holder will perform any duty or task that is appropriate for the role described

Person Specification**Education and Knowledge**

1. English GCSE to grade C or equivalent.
2. Maths GCSE to grade C or equivalent.
3. An understanding of what is considered a statutory debt.
4. An understanding of what issues may affect the customer base for statutory debts.
5. Working knowledge of IT software packages including ERP solutions, MS Word and Excel.

Experience

17. At least 1 years' experience of statutory debt collection, or experience in dealing with vulnerable individuals
18. Experience of working in a customer service / contact environment.
19. Experience of utilising ERP Accounting systems, or other similar systems, for debt recovery purposes

Personal skills and general competencies

6. Is able to follow instruction and set processes.
7. Is able to deliver difficult messages which the customer may not want to hear.
8. Has an excellent telephone manner.
9. Has excellent listening and communication skills.
10. Has the ability to investigate and problem solve.
11. Is able to balance the Council's need to recover debt with its reputation.
12. Sets an excellent example of service delivery and customer care.
13. Puts into practice the Council's commitment to excellent customer care.
14. Works efficiently and effectively and actively looks for ways of improving services and outcomes for the Council and its customers.
15. Works well with colleagues but also able to work on their own initiative.
16. Shares the Council's commitment to providing a safe environment for customers and staff and also treating all with respect and consideration.

Role Dimensions

20. Providing a service which is on behalf of every department within the Council which raises a sales invoice for statutory services they have provided.
21. Collection of approximately 100,000 invoices annually in order to ensure they are paid in full, being paid by instalments, referred to the Debt Enforcement Team or written off before they become 6 months old.
22. Collection of approximately £40 million annually in order to ensure they are paid in full, being paid by instalments, referred to the Debt Enforcement Team or written off before they become 6 months old.
23. The customer base will largely be the elderly and their representatives, sometimes in an end of life / recently deceased scenario, so particular care must be taken when dealing with these emotional situations involved whilst still being able to maintain focus on the core purpose of the role and not adversely affecting the Council's reputation.
24. To work patterns which are aligned with business needs including evening working.

Please attach a structure chart

Date 29/01/2018

Tier 7 - Frontline Roles