



North Northamptonshire Council – Job Description

RECOVERY OFFICER

Service Area:	Revenues and Benefits
Reports To:	Senior Recovery Officer
Responsible For:	N/A
Scale:	4/5

Overall Job Purpose:

Responsible to the Senior Recovery Officer in respect of recovery of Council Tax, Non Domestic Rate, Sundry Income.

Main Duties and Responsibilities:

(This list contains the main duties and responsibilities of the post holder but it is not an exhaustive list)

1. Respond to communications from members of the general public in respect of the recovery of Council Tax, NNDR accounts and Sundry Income, personally, verbally or in writing in accordance with procedures. Conduct means enquiries ensuring arrears are paid to set targets.
2. Balancing of accounts including the re-allocation of monetary values where necessary and the preparation of transfer documentation between funds
3. Obtain all necessary information and documentation to facilitate recovery of debts.
4. Establish and monitor arrears cases in accordance with targeting instructions, prepare notices to be served, confirm residence of debtor, recommend further action where residence cannot be confirmed and maintain debtor records.
5. Prepare bad debt cases for write off, including costs withdrawal in accordance with established procedures.
6. Retain a detailed knowledge of the law relating to Council Tax and Non Domestic Rates, Mortgages and Sundry Income/Debt and an outline knowledge of associated benefit regulations, advise where appropriate.

7. Report to the Senior Recovery Officer on the implications of any changes in procedures affecting accounts.
8. Maintain a working knowledge of front-end computer software appropriate to the duties and responsibilities.
9. Record data on work levels and report to the Senior Recovery Officer.
10. Assist with the preparation of Court documents and attend Magistrates Court with the appropriate office appearing on behalf of the Council
11. Liaise with, receive and provide information to other staff/sections, Local Authorities and other organisations/individuals where instructed.
12. Process cases for referral to the Enforcement agent and returns from the Enforcement agent for further action in accordance with guidelines.
13. Make, monitor and enter onto the computer system all payment arrangements.
14. Ensure all targets are achieved and procedures are observed as directed.
15. Carry out reasonable allied duties to the above within the context of the Section's/Department's responsibilities
16. Ensure that the Health and Safety of themselves and all others affected by their work is a priority and H&S procedures and policies are strictly followed and adhered to.
17. Receipting/ taking payments made via the Intranet',

GRADING

Scale 5 is dependent on reaching set competencies laid down by the Recovery Section.

MISCELLANEOUS:

The postholder will be required to work overtime at peak periods or as required to do so by the Recovery Manager

NOTES

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which the post holder will be required to work. In the interests of effective working any major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and other consequential changes will be carried out in consultation with the post holder. The post holder will be also required to carry out such other duties as may be determined from time to time to be within the general scope of the post.

Additional Information / Local Agreements attached to this post

The post has been evaluated as a stressful role due to the nature of the work involved.

I have read and understood the job description and sign to accept the above terms and conditions of employment.

Employee Signature _____ Date: _____

Authorisation Signature _____ Date: _____

North Northamptonshire Council – Person Specification

The ideal candidate will be able to demonstrate the following skills, knowledge and experience

Criteria	Skills, Knowledge, Experience etc	Essential / Desirable	Method of Assessment
Education / Qualifications	A good general education, with four GCSE's or equivalent, including Mathematics and English	E	Application
	NVQ level 2 Customer Service	D	Application
	IRRV REVS Technician qualification	D	Application
Skills / Experience	Dealing with the public in a customer care environment	E	Interview/Application
	Knowledge of Council Tax and NNDR legislation	D	Interview
	Use of SX3 iworld/powersolve computerised systems	D	Interview
	Experience of personal interviews and debt recovery	E	Interview/application
	Experience of court proceedings in Magistrates Court	D	Interview
	Use of computerised systems	E	Interview/application
	Able to deal with a heavy and varied workload	E	Interview/application
	Able to work to stringent recovery deadlines and targets	E	Interview/application
	Able to deal effectively and calmly with difficult customers/situations	E	Interview/application
Miscellaneous	Must be able to work on own initiative and as part of a team whilst accounting for the teams' needs	E	Interview/application
	Must possess a questioning nature and have an eye for detail	E	Interview/application
	Aware of equal opportunities relevant to role	E	Interview/application