

Job Description

JOB DETAILS	
Job Title	Corporate Debt Recovery Officer
Service Area / Team	Finance / Business Rates & Corporate Debt
Reports to	Business Rates & Corporate Debt Team Leader
Grade & Annual Salary	D/E
Politically Restricted Post	No
DBS Requirement	Basic

JOB PURPOSE	
<ul style="list-style-type: none"> • To recover debts owed to the Council promptly, effectively, efficiently and economically, while ensuring fair treatment to all debtors. • To provide a professional service with the highest possible standards of advice, resolving cases as appropriate and ensuring demand is managed by working proactively with customers. <p>At Level 2 the post holder will be expected to deal with more complex issues for both Council Tax and Non-Domestic Rates and cases, including taking the lead on investigative work, preparing Charging Order applications and attending and presenting at Court. The main duties and responsibilities will be taken largely autonomously, using own initiative to secure best outcomes for the council, with limited supervision.</p>	

MAIN DUTIES AND RESPONSIBILITIES	
<ul style="list-style-type: none"> • To administer the recovery of debts owed to the council. • To ensure that the recovery of taxes and debts owed to the Council, administration of the service and customer queries are processed efficiently and accurately in accordance with current legislation and the operating procedures of the service. • To process attachment of benefit requests for Council Tax debtors and send these to the Department of Work and Pensions, monitoring and taking action on the returns in a prompt fashion. • To set up and monitor attachment to council tax debtor's earnings, liaising with employers to ensure payments are made and allocating the payments manually where required. 	

- To liaise with the Business Rates & Corporate Debt Team Leader to ensure that the Council's approach to corporate debt recovery and enforcement is joined up and is in accordance with legislation.
- Deal with Insolvency, Breathing space and other time critical correspondence with urgency.
- To handle meetings and telephone calls with customers in a professional manner, placing the customer at the forefront of our service delivery by focusing on their needs.
- To assist the Business Rates & Corporate Debt Team Leader in liaising with the Council's external enforcement agencies/debt collection agencies and the Council's legal team with regard to Corporate Debt recovery
- Understand external legislation e.g. Local Government Finance Act and Council Tax Administration and Enforcement regulations and stay up to date with changes in debt management, collection and recovery processes and statutes.
- To develop good working relationships across the council and to have respect for other officers within the Council.
- To share information, knowledge and best practice with other team members and in order to promote an ethic of continual improvement within the department.
- To process various monthly reports in full, ensuring prompt collection of debts due
- To request and action other reports as identified through day to day working in conjunction with the Business Rates & Corporate Debt Team Leader
- To process the post court list after each liability order court, contacting customers via telephone in the first instance, email and post to attempt to negotiate suitable repayment plans by conducting means enquiries and obtaining employment details. Where this fails taking action as set out in the Council Tax Administration and Enforcement Regulations 1992.
- Identifying benefit entitlement during phone calls and face to face meetings with debtors, liaising with the Benefits and Welfare teams to ensure debtors receive the assistance they are entitled to using the most up to date procedures. Conversely also identifying fraud where it is evident and referring this to the appropriate person to investigate further.
- Identifying changes in liable parties with regards to council tax and liaising with the Revenues team to ensure that the correct parties are being billed.
- Manage multiple workstreams to ensure work is processed fairly and in date order, including but not limited to incoming emails and workflow.
- To build a good understanding of other Business Rates & Corporate Debt functions and be an integral part of the wider Business Rates & Corporate Debt Team to ensure ability to assist with incoming calls is maximised.
- To reduce historic council tax arrears in line with the annual target and assist in achieving the in-year collection rates for both Council Tax and Non Domestic Rates

Level 2

- To administer the recovery of debts owed to the council incorporating any necessary preparation for Council Tax Debt in the Magistrates Court. This includes applying for liability orders and in some cases making applications for debtors to be committed to prison for non payment of council tax. This involves the preparation of complex information and a knowledge of the appropriate legislation and case law.
- To attend court, representing the authority for Court actions relating to Council Tax and Business Rates liability, Council Tax committals and Charging Orders.
- To prepare charging order applications to secure council tax debt against a debtor's property, attending the County Court where required to represent the council's interests. In some cases progressing recovery to liaise with external solicitors to apply for an Order for Sale.
- Have a robust understanding of National Non-Domestic Rates in order to be able to sufficiently conduct a liability order hearing where there is a Rates attendee.

CORPORATE RESPONSIBILITIES

- Adhere to the council's safeguarding policies and procedures and undertake relevant training in order to help protect children and vulnerable adults within the district.
- To comply with legislation, council policies and procedures including the Data Protection Act, Freedom of Information Act, Information Security Policy, the Code of Conduct for Officers and to participate in any Emergency Planning activities as required.
- To actively demonstrate the values and behaviours of the council.
- To ensure our customers are valued by taking into account their views and needs in all that we do.
- To contribute to the development and achievement of relevant corporate and service objectives by suggesting ideas for service improvements.
- To communicate openly and honestly with colleagues, members and customers.
- To undergo any training necessary to be able to fulfil the requirements of the job.
- To carry out other duties commensurate with the grade, skills, experience and qualifications of the post holder as directed and as may be required from time to time.

Folkestone & Hythe District Council Person Specification

Post Title: Corporate Debt Recovery Officer

Factors	Criteria
Qualifications	<p>Essential (Level 1)</p> <ul style="list-style-type: none"> Good basic education to GCSE A-C standard or equivalent (including Maths & English, or recent experience that demonstrates proficiency)
	<p>Desirable (Level 2)</p> <ul style="list-style-type: none"> IRRV technician / willingness to achieve or equivalent experience
Experience and Knowledge	<p>Essential (Level 1)</p> <ul style="list-style-type: none"> Recent and relevant experience in an administrative role within a customer services / Revenues environment Good IT skills including experience of operating MS Office systems such as Microsoft Office, Word, Excel, Outlook and Teams
	<p>Desirable (Level 2)</p> <ul style="list-style-type: none"> Previous experience in a similar role Demonstrable experience / knowledge of Council Tax recovery / enforcement legislation Demonstrable experience / knowledge of NNDR legislation Knowledge/experience of NEC and NDM systems Recent and relevant Revenues experience
Skills and Abilities	<p>Essential (Level 1)</p> <ul style="list-style-type: none"> Ability to interpret relevant legislation and Council policies and procedures and apply this to specific cases Ability to work as part of a team Ability to operate on own initiative with minimal supervision Excellent written and oral communication skills High level of attention to detail and accuracy Competent user of IT, particularly Microsoft Office

	<ul style="list-style-type: none">▪ Proactive and committed to continued service and personal development▪ Ability to adapt and proactively organise and prioritise work effectively in order to meet deadlines and maintain high standards at all times.▪ Ability to demonstrate a professional and customer orientated approach▪ Excellent interpersonal skills with the ability to operate and build excellent working relationships at all levels
	<p>Desirable (Level 2)</p> <ul style="list-style-type: none">▪ Excellent negotiation and persuasive skills enabling the recovery of arrears and maximising revenue▪ Ability to deal with complex cases and situations▪ Ability to interpret complex management information and take proactive action▪ Ability to present information in Court in a clear and concise way▪ Willingness to proactively learn legislation and procedures regarding other corporate debt functions