Job Description

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

JOB PURPOSE
• Collectively ensure that debts owed to the Council are recovered promptly, effectively, efficiently and economically, while ensuring fair treatment to all debtors. • Consistently offering the highest level of service to our customers resolving issues with the least amount of contact. • Working collaboratively within the Business Rates & Corporate debt team as well as with other service area's to effectively recover debts owed to the Council.

MAIN DUTIES AND RESPONSIBILITIES
• To process BACS, DD reports, refunds and credits, efficiently and accurately to ensure minimal loss in revenue.
• To prepare and refer write off's and debt management write off's where appropriate, Deal with Insolvency, Breathing space and other time critical correspondence with urgency,
• Manage multiple workstreams and process various reports in full, ensuring prompt collection of debts.
• To reduce and prevent rent arrears by providing information, support, and payment arrangements to customers.
• To regularly manage and monitor rent, non-residential, FTAs and service charges, to ensure payments are made on time, and the appropriate action is taken to recover monies due.
• To manage the recovery of debts owed to the Council. The role includes recovering housing benefit overpayments and sundry debts, demonstrating a clear understanding of debt management, collection, and recovery processes.

• Work collaboratively with Business Rates and Recovery Officers to minimise contacts and make sustainable payments for customers that cover all debts owed to the Council.
• Liaise with customers enquires through various communication channels to undertake debt recovery and maximise income.
• To ensure the debt recovery policies, procedures, and workflows are followed.
• To liaise with and meet with the officers and managers of interfacing departments that raise invoices to ensure that the Council's approach to corporate debt recovery is joined up and inline with the Income and Debt Management Policy.
• Complete administration on sundry debtor accounts including creating and maintaining PIAs, price increases and direct debit maintenance.
• To administer the recovery of debts owed to the Council, incorporating any necessary preparation for court action.
• Where appropriate refer non payment/disputes promptly back to service areas or legal for further recovery action
• Apply for County Court Judgements where appropriate.
• To assist in ensuring the systems and processes in place are up to standard.
• Maintain strict confidentiality and ensure data protection rules are followed.
• Promote knowledge and understanding of processes and systems across the council.
• Undertake complex cases requiring a good understanding of regulations, and legislation.
• To assist in training and mentoring new staff in specific areas.
• To liaise with internal and external Stakeholders
• Ensure accurate, professional, and timely support is provided to customers.
• Proactively identify ideas to improve service delivery and best practice.
• To update shared procedure manuals where necessary.
• To maximise knowledge by accessing the Kent Network Group, Glass cubes and Housing Benefit Info groups.
• To promote a positive team spirit by working well with other team members, sharing responsibility of common goals and understanding different roles and responsibilities
• To share information, knowledge and best practice with team members in order to promote an ethic of continuous improvement within the team.
• Stay up to date with changes in debt management, collection and recovery processes and statutes.
• Signpost to the Benefits and Welfare Team to maximise tenants/debtors income where necessary
• Attend court to support the Legal representative, for possession or stay of evictions, acting as a witness for the council if needed.
• To complete Housing Verification Forms for Universal Credit adhering to SLA's

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: Housing Income & Corporate Debt Officer

Factors	Criteria
Qualifications	**Essential** ▪ Good basic education to GCSE A-C standard or equivalent (including Maths & English), or recent experience that demonstrates proficiency
	Desirable ▪ IRRV Technician / willingness to achieve or equivalent experience ▪ CIH ▪ Debt recovery/litigation qualification
Experience and Knowledge	**Essential** ▪ Recent and relevant experience in an administrative role within a Debt recovery, Housing, Revenues or Benefits environment ▪ Good IT skills including experience of operating MS Office systems such as Microsoft Office, Word, Excel, Outlook and Teams
	Desirable • Demonstrable knowledge of Housing legislation • Demonstrable knowledge of Housing Benefits legislation ▪ Knowledge of NEC Housing or Revenues and NDM systems ▪ Knowledge of eFinancials
Skills and Abilities	**Essential** ▪ 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

	▪ 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
	Desirable ▪ Excellent negotiation and persuasive skills enabling the recovery of arrears and maximising revenue ▪ Ability to interpret Management information and take proactive action ▪ Willingness to proactively learn legislation and procedures regarding other corporate debt functions