

JOB DESCRIPTION - CORPORATE SERVICES

IDENTIFICATION

Post Title:	Corporate Recovery Officer	Post Ref:
Section:	Corporate Recovery - Consolidated Debt	Grade: 6
Responsible to:	Corporate Recovery Supervisor	
Responsible for:		

JOB PURPOSE

Be responsible for the effective management of all aspects of consolidated debt relating to individuals and businesses, and provide referrals to support agencies where required in order to break the debt cycle whilst increasing recovery levels within the Council.

PRINCIPAL WORKING CONTACTS

Corporate Recovery Assistant Manager

Corporate Recovery Supervisor for day to day supervision.

Staff at an appropriate level in other sections within the Council.

Members of the public, Councillors, etc, for the provision of information regarding liability and consolidated debt

Other agencies and organisations, as required, in relation to the duties performed.

MAIN DUTIES

To contribute to achieving the Council's corporate objectives and priorities, and the council's agenda for achieving continuous improvements in service delivery and any external performance assessments.

To adhere to the aims and objectives of the Council's Corporate Debt Policy and to the individual policies of each section in the CD division and keep up to date with relevant legislation with regard to billing and collection.

Maximise income, through efficient and effective management of outstanding accounts.

Access all of the Council's systems for billing and recovering debt in accordance with the council's policies and procedures and participate in the implementation of initiatives to maximise income and improve arrears performance.

Create and maintain accurate records, to input data and update information including producing statistics / monitoring reports on a regular basis.

To make any necessary enquiries and liaise closely with a diverse range of agencies and assist in research and investigation, leading to preparation of reports to be considered for further billing and recovery action.

To offer advice and assistance to customers by telephone, email, correspondence or face to face where they have failed to maintain any of their accounts within the CD Division.

To assist in the preparation and issuing of accurate documentation in a timely manner for submission to the Council's solicitor, to include instructions to the Council's solicitor prior to cases calling in court.

To work closely with other teams, internal and external agencies and ensure businesses, individuals and vulnerable citizens are offered access to support and assistance in maximising their entitlement to benefits, discounts, reliefs, etc.

Make referrals to advisory agencies/support services as required and in accordance with Council policy and procedures, Service Level Agreements, etc.

To obtain financial details from citizens by all appropriate methods, thus ensuring debt repayment arrangements are both affordable and will reduce the debt within a reasonable timescale and follow up on defaulted arrangements in a timeous manner.

To assist in the issuing of billing and recovery documentation within strict deadlines whilst ensuring all actions and documentation are relevant and precise.

To assist Supervisors with Court procedures in relation to proof/appeal hearing and attend court and evictions if and when required.

To assist the Recovery Supervisors to monitor performance and identify and implement service improvement.

To participate as required in the review and the implementation of the Council's Corporate Debt policy, practices, procedures and service standards.

May be required to conduct visits as necessary.

To assist payments by credit/debit cards whilst dealing with citizens on the telephone.

Undertake such other duties as Management staff may require.

OTHER DUTIES

This job description is a broad picture of the post at the date of preparation. It is not an exhaustive list of all possible duties and it is recognised that jobs change and evolve over time. Consequently, this is not a contractual document and the postholder will be required to carry out any other duties to the equivalent level that are necessary to fulfil the purpose of the job.

PERSON SPECIFICATION

POST TITLE: Corporate Recovery Officer

DIVISION/DEPARTMENT SECTION: Corporate Debt & Welfare Reform

	ESSENTIAL REQUIREMENTS	DESIRABLE REQUIREMENTS	METHOD OF ASSESSMENT
PROFESSIONAL/ EDUCATIONAL QUALIFICATIONS	5 National 5s, or equivalent, including Maths and English; or relevant work experience.	HNC/SVQ3 or equivalent in relevant subject area	Inspection of certificates/ interview
RELEVANT WORK/OTHER EXPERIENCE	Experience of delivering a customer focused service Experience using computerised systems including Microsoft Office Experience of assisting members of the public who are in stressful situations. Data protection awareness. Good numeracy & keyboard skills	Experience of working in a financially orientated environment Awareness of Data Protection Legislation Experience of working in a customer service environment Awareness of Welfare Reform	Application Interview Reference
PARTICULAR SKILLS/ABILITIES	Well developed written and oral communication skills. Ability to deal with potentially sensitive or challenging situations Ability to analyse data/information with attention to detail Ability to work independently and with own initiative	Ability to negotiate effective outcomes within a financial/arrears setting Ability to demonstrate a proactive approach to problem solving and decision making	Application Interview Reference
PERSONAL QUALITIES	Ability to work as part of a team and on own with minimum supervision Flexible approach to carrying out duties. Demonstrates honesty and integrity in their decisions and actions Shows respect for people at all levels	Commitment to achieving continuous improvement	Interview References
ANY ADDITIONAL JOB RELATED REQUIREMENTS	Commitment to further personal development and training Satisfactory Basic Disclosure Scotland Check		Interview References