

Role Profile

Post Title:	Debt Recovery Officer (Benefits)
Grade:	4
Date Created:	6th February 2023

ROLE DEFINITION

To be a member of a team responsible for the billing and recovery of Housing Benefit Overpayments and Discretionary Housing Payments

KEY TASKS AND RESPONSIBILITIES

Corporate Responsibilities

- Undertake individual role in line with the Council's Strategic Priorities and in compliance with the Council's corporate policies and procedures.
- Undertake any other reasonably required duties as instructed by Management or someone acting on their behalf, in addition to the role specific tasks & responsibilities detailed below.

Role Specific Tasks & Responsibilities

- Provide support on all aspects of the billing and recovery of Housing Benefit overpayments and Discretionary Housing Payments in order to maximise recovery.
- Provide a prompt and accurate service to customers by letter and telephone providing advice and assistance and debt repayment matters.
- Raise invoices in the debtors system and respond to enquiries from customers regarding the debts raised.
- Trace debtors who have left their recorded address, using the Benefits & DWP systems, LOCTA, telephone directories, register of electors, tracing agents or enquiries with neighbours etc.
- Contact debtors by letter or telephone to establish debt. Negotiate and confirm an acceptable payment arrangement that takes account of the debtor's circumstances, the value of arrears and current charges. Agree payment procedures.
- Accept payment by telephone, where appropriate. Record details of all contacts, including employment and bank details where available. Confirm actions required by Legal Services or Sheriff Officers and status of costs incurred.



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- Maintain a record of payment arrangements and monitor that the arrangement is not broken. Where broken, contact the debtor to enquire about the failure and either make a further arrangement or initiate alternative recovery action.
- Request alternative recovery action by Direct Earnings Arrestments, Sheriff Officer, Legal Services, depending on the information available, debt history and employment status.
- Liaise as required with Money Matters, Welfare Rights and other support agencies regarding acceptable payment arrangements.
- Undertake debt recovery initiatives as required.
- Pass Housing Benefits overpayments to the Department for Work and Pensions through the Payment Deduction Programme for recovery from on-going welfare benefits.
- Scan and email documents and use Excel and Word as required.



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ESSENTIAL / DESIRABLE CRITERIA

	Essential	Desirable	Evidence
Education and Qualifications	National 5 in English and Maths or equivalent OR equivalent experience		- Application Form - Interview
Experience	- Negotiating debt with customers - Working with customers via verbal and written communication - Microsoft Office	- Welfare or Benefits environment - Working with and advising vulnerable customers - Dealing with strictly confidential and sensitive information - Data input - Achievement of performance targets	- Application Form - References - Interview
Specialist Knowledge	Document Management systems	- Housing Benefit regulations - Discretionary Housing Payments	- Application Form - Interview - Pre/Post-Interview Check (if appropriate)
Skills and Abilities	- Written and verbal communication skills - Able to prioritise workload - Effective time management skills - Ability to work under pressure		- Application Form - References - Interview



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	• Work to strict timescales • Decision making skills		
Other	•	•	• Application Form • Interview • Pre/Post-Interview Check (if appropriate)

Please be aware that the successful candidate must be able to travel throughout North Ayrshire (own car/public transport/pool cars etc) for work purposes, meetings, training courses etc.



OUR STAFF VALUES & BEHAVIOURS

Value	Behaviours
<u>Focus</u> we put our customers first we understand the bigger picture	• Provide excellent customer services • Meet and, where possible, exceed the expectations of internal and external customers • Understand the performance levels and standards required within our own role and strive to achieve and, where possible, exceed these • Know how the work we do fits into the overall performance of the Council
<u>Passion</u> we take pride in the jobs we do we are ambitious for our community	• Take ownership of our own actions and performance • Reflect on the work we do and consider how it could be improved • Have a positive impact on the lives of our customers and their communities • Push the boundaries to help our customers and communities realise their potential
<u>Inspiration</u> we all look for better ways to deliver our services we achieve the best results by working together	• Find new ways to deliver improvements, efficiencies and value for money • Embrace change with enthusiasm and creative ideas • Work together and creatively produce the best outcomes for our customers and communities • Plan all activities with the end goal in mind

