Role Profile

Post Title:	**Debt Recovery Officer (Non-Domestic Rates)**
Grade:	**5**
Date Created:	**8th January 2026**

ROLE DEFINITION

To recover unpaid council tax and sundry debt to maximise the collection levels and income for the Council and provide administrative support within the Non-Domestic Rates (NDR) team as required.

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

- Responsible for maximising the recovery of unpaid council tax and sundry debt by investigating, tracing and targeting people to pay their debt.
- Provide support to vulnerable debtors including referral to other advice agencies.
- Setting up and maintaining Direct Debit payments including Direct Debit rejections.
- Identify cases for recovery action through source systems and the Corporate Arrears Recovery System (CARS), taking account of the total debt at any address for sundry debts and council tax.
- Trace debtors using local media, social media, LOCTA, credit agencies and contacting Sheriff Officer and Legal Services as required.
- Decide to accept or reject a payment proposal and maintain debt records.
- Meet caseload and performance targets set by Line Manager to maximise collections.

- Contact taxpayers and sundry debtors in writing, telephone, interviews and face to face regarding their debt to the Council.
- Provide advice on the possible entitlement reductions in council tax and other benefits which the debtor may be entitled based on their circumstances to establish and minimise their liability. Liaise where necessary with Services on the correctness of charges billed. Refer cases as necessary to other agencies for direct support.
- Negotiate and confirm an acceptance payment arrangement that takes account of the debtor's circumstances, the value of arrears and current charges. Agree payment procedures and accept payment by telephone, where appropriate. Record details of all contacts, including employment and bank details where available.
- Review payment arrangements during the life of the arrangement to ensure any change in circumstance is updated and payments received are maximised.
- Produce performance and statistical data that is required by Line Manager to measure collection outcomes by recovery strategy.
- Report any suspicions of possible fraudulent claims for benefit based on information received.
- Maintain a record of payment arrangements and monitor that the arrangement is not broken using CARS and source systems as required.
- Reconcile the Sundry Debtors system to the General Ledger.
- Investigate and resolve unallocated payments including the refund, transfer or journal of payments.
- Process new tenant information within the Non-Domestic Rates (NDR) team.
- Process relief applications for Non-Domestic Rates (NDR).

ESSENTIAL / DESIRABLE CRITERIA

	Essential	Desirable	Evidence
Education and Qualifications	• HNC in relevant discipline or equivalent OR equivalent experience	• HND in a relevant discipline or equivalent	• Application Form • Interview
Experience	• Working within a financial environment • Microsoft Office • Dealing with customers telephonically, face to face and in writing	• Working in a council tax or sundry debt team environment • Negotiating debt arrangements with customers • Making decisions to recover debt	• Application Form • References • Interview
Specialist Knowledge	•	• Tracing systems e.g. LOCTA • Council Tax legislation, recovery powers and the Council's Sundry Debtor Policy	• Application Form • Interview • Pre/Post-Interview Check (if appropriate)
Skills and Abilities	• Work on own initiative • Written and verbal communication skills • Meet targets • Keyboard skills	• Work as part of a team	• Application Form • References • Interview
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
Focus 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
Passion 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
Inspiration 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