CORPORATE DEBT ASSISTANT

JOB PROFILE

Incorporates

Section 1 **Post Descriptor**

Section 2 **Person Specification**

SECTION 1: POST DESCRIPTOR

1. JOB DETAILS

Job Title: Corporate Debt Assistant	
Service: Resources	**Section: Business Support**
Reports to: Team Leader	**Grade: 3**
Position Number: CS0310	**Gauge Reference: A7199**

2. JOB PURPOSE

To provide high quality administration support to contribute towards the development of a comprehensive, customer focused and effective Corporate Debt management service in compliance with legislation and in accordance with Council policy.

3. DIMENSIONS and SCOPE OF JOB
(including budgetary and staffing responsibilities)

Contributes to the collection of all the council's corporate debt including council tax arrears, current & former tenant rent arrears, non-domestic rates and sundry debts.

- Actions debt cases in accordance with procedures.
- Carries out interviews face – to –face (in office) and on phone.
- Agree sustainable arrangements for payment
- Ensure every possible action is taken prior to referring case for court action/intervention.
- Prepare standard reports
- Pass cases to Debt Management Partners
- Manage staff debt cases in accordance with procedures and audit the integrity of data. The post holder is responsible for identifying, rectifying and / or reporting issues.

Budget: No direct budget. Post holder is responsible for collecting payment for a range of corporate debt either by telephone or by setting up standing orders and direct debits.

Staffing Direct: No staff

Staffing Indirect: Post holder will support any new employee through on the job shadowing and demonstration of duties as well as demonstrating use of systems and process to a wide range of colleagues within the section.

4. ORGANISATIONAL CHART
(shows levels directly above and below this post and includes grades of posts)

Corporate Debt Officer – Grade 5
Corporate Debt Assistant – Grade 3

5. ROLE OF DEPARTMENT/SECTION

The Revenues and Benefits section comprises of 4 distinct teams each providing internal and external facing services linked by the common theme of providing high quality, best value services to the Council and its population.

Council Tax Team
This team manages over 44,000 properties for council tax. This front line service provides advice and administration to the public on registration, exemptions and discounts, issues annual bills to customers and reminders if the tax is not paid on time.

Housing Benefit & Council Tax Reduction Team
The team administers housing benefit & council tax reduction for owner occupiers, tenants of registered social landlords, council tenants, voluntary organisations and tenants of private landlords. The team also administers discretionary housing payments and manages referrals from staff and the public, the National Fraud Initiative and the Department for Work & Pensions.

Corporate Debt Team
This team collects debts and monitors arrangements for corporate debt including Council Tax, Rent Arrears, Non-Domestic Rates and Sundry Debtors accounts. They also monitor debts that are passed to Sheriff Officers. The team also provides court administration for council rent and other debts.

Support & Continuous Improvement team
This team provides advice and administers the sections systems. This team ensures that our systems comply with legislation and provides essential support to the front line teams.

6. KEY ACTIVITIES, RESPONSIBILITIES and OUTCOMES

- Assist in establishing good practice in debt recovery and to secure sustainable payment arrangements for all forms of debt.
- Answer enquiries from customers and/or their representatives within agreed timescales.
- Take telephone payments and set up payment arrangements.
- Assist in the implementation of initiatives to maximise the income of the council by promoting the take up of HB / CTR and by maintaining close working relationships with Housing, Benefits, Scottish Welfare Fund and Advice services.
- Assist the applicant with completion of Housing Benefit and Council Tax Reduction application forms and assist with the Universal Credit application process.
- Complete pre action requirement documentation and Notice of Proceedings as per legislation.
- Action and monitor Debt Arrangement scheme cases and complete documentation as required in line with legislation requirements.
- Review and verify data on Department for Work and Pensions (DWP), Universal Credit portal.
- Provide initial advice and signposting in relation to other welfare benefits.
- Contribute to service working groups on policies or working practices in relation to debt collection.
- Review and respond to correspondence and enquiries received from customers and their representatives.
- Liaise with the Support & Continuous Improvement section to provide feedback on any system issues.
- Liaise with and maintain good communication links with other sections, departments and external agencies such as DWP, Health & Social Care professionals, housing department, advice agencies and sheriff officers.
- Provide individual performance information to the Assistant Section leader and management as required.

- When internal or external audits are undertaken the postholder will be expected to explain working practices and procedures that they carry out in their day to day tasks.

- Create and post journal entries.

- To assist the Assistant Section leader to maintain stationery to ensure compliance with current legislation and operational requirements.

- Carry out other duties consistent with the post as required by Senior Management

7. PROBLEM SOLVING

The post holder requires to interpret information and situations, and to solve generally similar problems in relation to the collection of different debt types including council tax, sundry debt, non-domestic rates and rent.

8. PLANNING

The post holder is required to schedule their own work and activities for more than a week in advance.

9. ASSIGNMENT AND REVIEW OF WORK

The post holder sets and agrees objectives and work plans with the Corporate Debt Officer. Although much of the work is within policy and procedural guidelines, the post holder requires initiative to organise their own workload and decide how and when duties are to be carried out.

Formal and informal meetings are held with the Corporate Debt Officer for development purposes. Informal feedback on progress of objectives is frequent

10. COMMUNICATIONS AND WORKING RELATIONSHIPS

Internal communications and working relationships:

The post holder routinely communicates with other teams within Revenues & Benefits. HSPC professionals, advice service, Legal services, Housing and internal audit.

External communications and working relationships:

The post holder routinely communicates with DWP, Citizens Advice Bureau & other debt advice agencies, and sheriff officers.

11. DECISION MAKING

The post holder sets and agrees objectives and work plans with the Assistant Section Leader and Corporate Debt Officer. The post holder may be required to deal independently to routine or predictable problems or situations but has access to the Assistant Section Leader/Corporate Debt Officer for advice and guidance on unusual or difficult problems.

12. MOST CHALLENGING PART OF THE JOB

Engaging mostly resistant customers with often complex personal and social issues to establish a sustainable arrangement for payment of a range of debts.

The post holder uses judgement to determine debt recovery arrangements on a range of debts

13. GENERAL

Disclosure/PVG membership: Level 1 Disclosure

Politically Restricted Post: Not Applicable

The duties and responsibilities contained within this Post Descriptor are neither exclusive nor exhaustive as the post holder may be required to undertake other reasonably determined duties commensurate with the level and grade of the post without changing the general character and nature of the post.

The Post Descriptor may be subject to revision, depending on the future needs of the post and the organisation, following appropriate consultation.

14. WDC TRAINING

West Dunbartonshire Council – Operates Skills Passports for all employees, which details the training available and timescales for undertaking courses. Skills passports are available via the Council's Intranet Organisational Development & Change

Skills Passport A – New Entrant Employee Passport

- Includes WDC Induction; Equality & Diversity; Data Protection (GDPR) & Security Awareness and relevant i-learn modules;
- Policy Reading: Code Of Conduct; ICT Information Security Policy and Acceptable Use Policy

Policy Reading: Code Of Conduct; ICT Information Security Policy and Acceptable Use Policy

- Skills Passport B – WDC Employee Passport

Includes relevant i-learn modules

15. ROLE SPECIFIC TRAINING

No mandatory training required.

Post Descriptor Prepared by: Section Head Date: December 2026

SECTION 2: PERSON SPECIFICATION

Essential	Desirable
Qualifications/Professional Membership	
3 National 4's or equivalent	English and Maths
	ECDL
	SVQ Customer services
Training	
Prepared to undertake training to gain competency in job tasks	
Experience	
Some experience in debt collection or an admin field	Experience in: • housing benefit & council tax reduction scheme welfare benefits • council tax administration • housing management Experience of using the following systems: • Corporate Arrears System (CARs) • Northgate Council Tax & Benefits • Housing Management • Comino Document Management • Webpay • Agresso
Knowledge and Skill	
Good communication skills	
Work on own initiative within agreed guidance/regulations / policy	
Ability to deal sensitively but firmly with debtors	
Ability to work under pressure and to deal effectively with customers and colleagues at all levels	
Disposition	
Calm and pleasant manner with excellent telephone techniques and good people skills.	