

Job Description



Job Title	Case Management Officer	Post No	
Job Grade	Grade 4 (Introduction and training grade 3)	Location	Manby or Spalding
Reports to	Post holders will report to either a Supervisor, or a Team Leader.		
Responsible for	Budget	No	
	People	No	
	Estates/Facilities/Hardware	No	

Organisational Context

PSPS is a Local Authority Trading Company (LATCo) which is wholly owned by East Lindsey District Council and South Holland District Council and has main offices in both Manby and Spalding alongside several Customer Access Points.

PSPS provides a range of front and back office services to our Local Authority clients and our mission is that *'Together, we will provide high quality professional services, which achieve outstanding performance, satisfaction and confidence for our customers, communities and colleagues'*.

PSPS is focused on Service Delivery, Transformation, Engagement, People and Performance.

PSPS has a range of policies that have been specifically developed to support our people in achieving a positive work-life balance.

PSPS are proud to be a Family Friendly Employer and Disability Confident.

Job Purpose

On behalf of our clients, East Lindsey District Council and South Holland District Council, the Revenues and Benefits service is responsible for the following key functions:

- Council Tax
- Business Rates
- Credit Control (sundry debtors)
- Housing Benefit Overpayment recovery
- Housing Benefit and Council Tax Support

We provide professional, timely and accurate billing, collection, recovery and enforcement of monies due. We also administer Council Tax Support claims ensuring accurate calculations and prompt payment in accordance with statutory provisions and local procedures.

Case Management Officers will specialise in one key function, while providing support to other service areas in a 'One Team' working environment. They will maintain customer records accurately and ensure that contact with customers and clients is conducted with a high degree of professionalism.

This is a generic job description, and the main duties, tasks and responsibilities will be agreed with the individual post holder.



The Revenues and Benefits service has main offices in both Manby and Spalding. Whilst the Case Management Officer will be based at one of these locations, occasional travel between locations, and to other locations, such as court hearings may be required.

Summary of Key Accountabilities and Responsibilities

Revenues and Recovery

- Undertake prompt and efficient billing, collection and recovery of Council Tax and Business Rates liabilities in accordance with legislation, guidance, best practice and local policy.
- Maintain up to date knowledge of relevant legislation, guidance local policy, office processes, systems and procedures.
- Make timely and accurate decisions on liability and entitlement to reliefs, discounts, exemptions and reductions by applying the correct regulation and policy.
- Adopt a case ownership approach when dealing with a customer, including reporting and liaising with third parties.
- Ensure timely and accurate action relating to Direct Debit instructions, including setting up new accounts, amendment of existing instructions, processing BACS errors and warnings lists.
- Provide a professional customer service, through prompt, efficient and fair resolution of revenues and recovery customer enquiries.
- Administer refunds.
- Trace absconders.
- Maximise the recovery rate in respect of all income due by initiating the most effective form of action available in order to secure payment, in line with legislation, guidance, best practice and local policy.
- Identify and escalate cases for last resort recovery action, including bankruptcy, insolvency, charging orders and committal.
- Negotiate payment arrangements in order to maximise recovery and minimise ongoing, escalating debt.
- Attend Magistrate's court where necessary, up to 12 times per year, to interview customers prior to hearing, including making payment arrangements.
- Provide a professional customer service, through prompt, efficient and fair resolution of revenues and recovery customer enquiries.
- Monitor cases where liability orders have been obtained taking the most appropriate action to recover outstanding arrears.
- Refer appropriate accounts to the Council's authorised Enforcement Agents.

- Initiate 'Attachment to Earnings' and 'Attachment to Benefit' orders, monitoring arrangements and following up as necessary.
- Develop clear, evidence based reports when recommending cases for write off when all recovery options are exhausted.
- Be proactive in maximising collection and recovery of debt, including participation in targeted activity such as telephone call campaigns.

Housing Benefits and Council Tax Support

- Maintain up to date knowledge in all aspects of Housing Benefit and Council Tax Support legislation, guidance, systems, local policy and procedures.
- Decision making and maintaining accurate Housing Benefit and Council Tax Support cases in accordance with legislation, guidance and local policy, including: -
 - Accurate and timely assessment of all types of new claims and changes in circumstances.
 - Processing ATLAS, VEP and UCDS records.
 - Maintain Benefit records to take account of reports, diary dates, future changes and other general tasks that are the responsibility of the Benefits service.
 - Promptly submit applications to the Rent Service and maintain the necessary records for such referrals, where the claim comes under this category.
- Provide accurate advice and guidance to customers relating to Housing Benefit and Council Tax Support, including maximisation of income.
- Be fraud and error aware, identifying and referring suspected fraudulent claims for investigation.
- Process minor changes on the Council Tax processing system.

Assurance

- Maintain up to date knowledge of Council Tax, Business Rates, Housing Benefit and Council Tax Support legislation, systems, local policy and procedures.
- Develop and deliver a rolling pro-active programme of review and assurance activity to support objective to minimise loss.
- Review reductions, reliefs, discounts and exemptions to provide assurance these are accurately applied to accounts.
- Review debts written off to identify any new information that might lead to resurrection of debt and successful recovery.
- Identify cases where it is appropriate for a penalty to be applied.
- Record clear and accurate outcomes from assurance activity.
- Work closely with colleagues across the service to maximise the effectiveness and learning from review activity.

Generic

- Liaise with relevant internal and external stakeholders in order to obtain appropriate information in respect of liability and recovery.
- Deal with customer enquiries received in writing, face to face and by telephone by providing timely and accurate information in a polite, friendly and efficient manner providing a high level of customer care.
- Support customers to ensure all entitlements to relief and reduction are identified, and promote Council Tax Support take up.
- Identify and signpost potential vulnerable customers.
- Use best practice and respond to all requests and enquiries in a professional, timely and effective manner.
- Carry out all other roles or task that are consistent with the level of this post, or that fall within the broad spirit or scope and purpose of the role, supporting the delivery and transformation of the Revenues and Benefits service.

Internal Relationships	External Relationships
<ul style="list-style-type: none"> • Case Management Officers • Employees and Managers across the Revenues and Benefits service • Customer Contact team members • PSPS management and colleagues 	<ul style="list-style-type: none"> • Customers, their representatives and stakeholders • Client Councils Employees • Courts • Enforcement Agents • Valuation Office Agency

Person Specification & Selection Criteria	Essential (E) or Desirable (D)	Application (A) Interview (I) Presentation (P)
Qualifications		
GCSE level C or above in English and either Maths or a similar science	E	A
IRRV Technician, or similar, qualification	D	A
Experience		
In a local authority, or similar, Revenues and Benefits service	D	A/I
Using a Revenues and Benefits core processing system	D	A/I
Dealing with customers and clients	D	A/I/P
Debt management	D	A/I
Skills & Knowledge		
Understanding the importance of a customer focused role	E	A/I
An awareness of Council Tax, Business Rates, Housing Benefits and Council Tax Support	E	A/I

An ability to identify inconsistencies with data	D	A/I
Strong ICT skills and ability to learn new systems quickly	E	A/I/P
A high level of literacy, including computer literacy	E	A/I
Competencies & Personal Attributes		
Ability to understand and comply with legislation and regulations in day to day work	E	A/I
Ability to be accurate, detailed and professional in approach to work	E	A/I/P
Aptitude for problem solving and a willingness to take ownership to see tasks through to successful completion	E	A/I
Enthusiasm to communicate with customers, colleagues and clients by telephone, in writing and occasionally face to face	E	A/I
Ability to deliver high standards and great customer service	E	A/I
Adaptable and flexible in a 'One Team' environment	E	A/I
Ability to prioritise, plan and organise workload in a busy environment, responding effectively to changing priorities	E	A/I/P
Able to work efficiently and accurately to strict deadlines in a pressurised environment, with minimum supervision.	E	A/I/P

This post is subject to a satisfactory Basic Disclosure check.

Essential requirements are those, without which, the post holder would not be able to fulfil the responsibilities of the role. Desirable requirements are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

Author	Sharon Hammond	Completion Date	January 2020
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