

Job Description



PSPS
Public Sector Partnership Services Ltd

Job Title	Senior Debt Recovery Officer	Post No	
Job Grade	Grade 5	Location	Manby or Spalding
Reports to	Supervisor - Debt Recovery		
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

The Revenues and Benefits service is responsible for the professional, timely and accurate billing, collection and recovery of monies due, and the processing and payment of Housing Benefit and Council Tax Support on behalf of our clients, East Lindsey District Council and South Holland District Council.

The 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

As part of the Revenues and Benefits Service, the Senior Debt Recovery Officer plays a key role in the recovery and enforcement of monies owing to our client councils in respect of non-payment of council tax, non-domestic rates, sundry debt and overpayment of benefits. The Senior Recovery Officer will ensure that all processes are delivered efficiently and that contact with external customers and clients is conducted with a high degree of professionalism.



The Revenues and Benefits service has main offices in both Manby and Spalding. Whilst the Senior Debt Recovery Officer will be based at one of these locations, occasional travel between both locations may be required.

Post holders will represent the company and our client Councils at Magistrates Court, and will undertake debt recovery related visits across the districts.

Summary of Key Accountabilities and Responsibilities

- Maintain knowledge in all aspects of Council Tax and Non-Domestic Rates recovery and enforcement, including complex and non-standard matters, case law, legislation and system developments.
- Be proficient in the use of all supporting ICT systems and applications.
- Provide guidance and advice to Case Management Officers, including non-standard, complex and difficult case management.
- Play a key role in the learning and development of Case Management Officers, as required.
- Investigate, and make comprehensive recommendations on individual complex or non-standard cases.
- Assist with the day to day delivery of the service and support for Case Management Officers.
- Deal with customers and their representatives with confidence, in writing and verbally, by telephone or face to face, including home visits.
- Ensure customers have all reliefs and reductions to which they are entitled, and encourage take-up of Council Tax Support where appropriate.
- Represent the Company and Client and attend Magistrates Court for purpose of obtaining Liability Orders.
- Identify and prepare potential cases for committal and work with client Councils to progress committal proceedings, attending court hearings as required.
- Identify and progress the best method of enforcing a liability order in accordance with the provision of legislation on individual Council Tax and Non-Domestic Rate accounts.
- Liaison with, and monitoring of, external enforcement agents and solicitors, including dealing with complaints, reconciliation of cases and payments.
- Produce comprehensive and accurate reports, fully compliant with policy/guidance/ legislation, in respect of recommendations made for last resort enforcement options (committal, bankruptcy & insolvency, charging orders).
- Deal with bankruptcy and insolvency correspondence and processes, including submission of proof of debt and proxies.
- Identify and investigate inconsistencies and refer possible fraudulent cases to the Fraud Team.
- Recommend amounts for write off when all recovery action has been exhausted.
- Work with the Debt Recovery Supervisor, to ensure an efficient, effective and progressive debt recovery function, through development and implementation of efficient and effective practices and processes.
- Support development of generic/multi-skilling within R&B and Customer Contact services.
- Work closely with other Revenues and Benefits teams to ensure knowledge and skills across the service to achieve first point of resolution to the customer.
- Ensure processes are in place to identify vulnerability and sign post to support agencies where appropriate.
- Maintain good working relations with third parties, organisations and agencies to ensure joined up service for the customer.
- 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 of the Revenues and Benefits service in a timely and effective manner.

Internal Relationships	External Relationships
<ul style="list-style-type: none"> 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, Council Tax / Non-Domestic Rates service	E	A/I
Using a Revenues recovery core processing system	E	A/I
Dealing with customers	E	A/I
Recovery of debt	D	A/I
Skills & Knowledge		
Current knowledge of Council Tax, Business Rates recovery and enforcement legislation, case law and guidance	E	A/I
Fraud Aware	D	A/I
Strong ICT skills and ability to learn new systems quickly	E	A/I/P
Good organisational and time management skills	E	A/I/P
Able to clearly communicate complex and unpopular information in a clear, assertive but empathetic way.	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 quickly and accurately interpret data and information	E	A/I
Ability to be accurate, detailed and professional in approach to work	E	A/I/P
Good negotiation skills	E	A/I
Tact and diplomacy, together with a confident personality and customer focused attitude	E	
Clear thinking, calm approach and an ability to deal with stressful situations	E	
Excellent interpersonal and communication skills	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.
- The post holder will be required to travel independently in order to fulfil this role to expectations, and must hold a full driving license and have access to a vehicle.

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	December 2019
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