

JOB DESCRIPTION and PERSON SPECIFICATION



Post Title:	Income and Collection Advisor
Service Area	Financial Services
Reports to:	Income and Collection Team Leader
Scale:	3
DBS	Baseline

Overall Purpose of Service Area

- To support services by delivering a responsive, cost effective and high-quality financial service.

Overall Purpose of Job

- To collect and recover Council Tax, Business Rates and Housing Benefit Overpayments

	Key tasks
1.	To assess individual cases to ensure that the most appropriate and efficient method of recovery is used.
2.	To identify anomalies and take the appropriate action.
3.	To deal with enquiries received via telephone, electronic access, personal visit and correspondence.
4.	To identify the support needs of residents and signpost to other appropriate services. To maximise the household income and the take up of disability related and means tested benefits.
5.	To attend Court hearings when required
6.	To accurately complete paperwork associated with the debt recovery process
7.	To maintain a working knowledge of current processes, procedures, rules regulations and legislation.
8.	To maintain an up-to-date knowledge of all Council recovery processes and procedures.
9.	To liaise with enforcement agents and monitor/assist with caseload and enquiries where necessary.
10.	To carry out appropriate checks and prepare paperwork to assist with charging order cases.
11.	To carry out such duties as may be required by the Team Leader, Manager(s), Group Manager or a Director (and/or their deputy).
12.	To assist the Team Leader in striving to achieve continuous improvement in the team processes, procedures and targets and to assist with the continually reviewing of these procedures and processes in order to achieve the maximum efficiency and maintenance of high accuracy levels.
13.	To inform the Team Leader of any irregularities or matters of a serious nature, observe the requirements of the Revenues and Benefits Declaration and comply with the requirements of the whistle-blowing and anti-fraud and corruption policies.
14.	To undergo designated training sessions and seminars as necessary, this may be outside of

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	normal working hours and/or at other establishments as may be required.
15.	To liaise with external agencies.
16.	To assist with any local, county and national initiatives in relation to collection and income, work processes, mail shots, data matches, event dates, diary note work, together with the assistance on testing of new system releases or software enhancements.
17.	To carry out an assessment of income and expenditure to maximise collection to the authority and to ensure that an acceptable payment arrangement is reached.
18.	To attend evening Council Meetings/Committees as and when required

Post Characteristics (HR Use Only)	
Qualifications	None
Allowances	None
Politically restricted posts	No

Health and Safety Responsibilities -	
1.	<p>To be familiar with and at all times comply with:</p> <ul style="list-style-type: none"> the Council's general health and safety policy, the Council's specific health & safety policies and procedures as detailed in the Council health and safety policy documents, and local department specific health and safety procedures as amended or added to from time to time.
2.	To be responsible for the effective implementation of the Council's Health and Safety Policy and procedures within their Services and report any corporate or significant issues to the appropriate Director/Chief Executive.
3.	Further Health & Safety information related to this post will form part of your Contract of Employment

Job Description Details	
Reviewed by:	Council Tax Income & Debt Manager
Approved by:	Financial Services Group Manager
Evaluated:	A1981
Latest Version Date:	February 2022

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PERSON SPECIFICATION

Job Title	Income and Collection Advisor
Directorate	Financial Services
Department	Finance
Completed by	Council Tax Income and Debt Manager

Criteria	Essential (E)/ Desirable (D)	Method of Assessment (see overleaf)
<u>Knowledge</u> Working knowledge of the administration of all or some of the following disciplines: <ul style="list-style-type: none">• Council Tax• National Non-Domestic Rates• Housing Benefit• Council Tax Support Working knowledge of the legislation that governs the administration of the above	 D D	 3, 4 3, 4
<u>Skills/Abilities</u> Working knowledge of Microsoft packages including Word, Outlook and Excel Experience of using Northgate NEC or similar ICT system to administer Revenues and, or Benefits Strong organisational skills including the ability to work to deadlines, prioritise workload, and manage competing work demands Ability to work methodically to a high level of accuracy with attention to detail Must be able to work as part of a team, but also be able to work independently Ability to demonstrate tact and diplomacy and handle information in a confidential manner Able to communicate confidently and effectively, both externally with customers and internally across the organisation by letter, email or telephone	 E D E E E E	 3, 4 3, 4 3, 4 3, 4 3, 4 2, 3, 4

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<p><u>Experience</u></p> <p>Experience of working in a Local Authority, preferably in a Revenues or Benefits Service or similar environment</p> <p>Excellent customer service skills with a focus on doing what matters for the customer</p> <p>Experience of customer/public contact both face to face and by telephone.</p>	<p>D</p> <p>E</p> <p>E</p>	<p>3, 4</p> <p>3, 4</p> <p>3, 4</p>
<p><u>Other</u></p> <p>Understanding and commitment to equal opportunities</p> <p>Working knowledge and understanding of Data Protection principles</p> <p>Committed to the development of the service and self</p> <p>Flexible approach</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>3, 4</p> <p>3, 4</p> <p>3, 4</p> <p>3, 4</p>
<p><u>Qualifications</u></p> <p>IRRV</p>	<p>D</p>	<p>3, 4, 5</p>

1. Test prior shortlist
2. Test after shortlist
3. Application form
4. Probing at interview
5. Documentary evidence