
Recruitment information

Job description and person specification

817

Your title	Debt Recovery Assistant
Post number	PRN000291
Your team	Finance
You would be based	Civic Centre, High Street, Esher
Your line manager	Debt Recovery Officer



Elmbridge
Borough Council
... bridging the communities ...

About the role

You will be responsible for collecting debt for the Council.

The main purpose of the role:

Assist the Debt Recovery Officer with the collection of outstanding debt.

Specific duties and responsibilities

The postholder will provide the duties below in relation to three main areas namely, Local Taxation, Housing Benefits Overpayments and Sundry Debt Recovery. Progress through the grade for the bar (25) will be based on sufficient knowledge of each area.

The duties are:

- Control and reconciliation of the system.
- Provide assistance, advice and training (as required).
- Pursue the recovery of debts due in accordance with agreed procedures (Corporate Debt Policy).
- Responsible for responding to all customer enquiries, whether by email, phone or in person at reception and negotiating appropriate repayment arrangements.
- Responsible for working with external partner debt collection agency, ensuring prompt referral on ongoing liaison including Attachment of Earnings.
- Managing direct debits.

Maintenance of user manual.

The postholder works under the general director of the Debt Recovery Officer and is required to carry out their work with minimal day to day supervision.

What's missing?

Our job descriptions cover as much of the role as we can possibly get down in writing, but issues will arise, and we hope and expect that you will understand that and take on-board other tasks from time-to-time, in keeping with your role of course.

Your conduct

We expect the highest standards of conduct from our employees and at all time you must carry out your duties with integrity and in accordance with the Code of Conduct for employees.

Equal opportunities

We have a strong commitment to achieving equality of opportunity and expect all employees to implement and promote our policy in their own work.

Health and safety

We are committed to a healthy and safe working environment and expect all employees to implement and promote its policy in all aspects of their work.

Personal and sensitive data

You will have regard for the duty of care owed to personal data and sensitive personal data and any other confidential or sensitive information which you access in the course of your employment ensuring adherence to the Data Protection Act and the Council's Information Security Policy and related guidance.

Talent development

We have a talent development programme that includes regular one-to-ones, mid-year reviews, end of year performance reviews and a strong and varied learning and development programme.

You will be expected to get involved in this talent programme to ensure you are performing at the highest level.

Confidentiality

We are committed to maintaining privacy of all staff and customers. We expect all staff to handle all individuals' personal information in a sensitive and professional manner. All staff are under an obligation not to gain access or attempt to gain access to information they are not authorised to have.

Person specification

Please read the details on this form carefully before you complete your Application Form. This form lists the essential requirements needed in order to do the job.

Your written application will be considered in relation to the essential knowledge, skills, abilities, education and experience required for the job and candidates will therefore be selected for interview on this basis.

Elmbridge Borough Council is committed to providing the best possible services and ensuring they are accessible to all who need them irrespective of race, colour, ethnic or national origin, religious or political belief, Trade Union activity, age, disability, being male or female, married or unmarried, sexuality.

What you need to tell us on your application form:

- You will need to tell us throughout your application form and at interview how you can contribute to providing good quality services for all.
- For each of the requirements listed overleaf, you will need to explain how your skills, abilities, knowledge, education and experience make you suitable for this post.
- These may have been gained through previous employment, voluntary/community work, spare time activities, home responsibilities, training or languages spoken.
- You should also include anything else relevant to the job which you think we should know about.

We regret that we can only consider applicants who are already eligible to work in the United Kingdom

Insert title: Debt Recovery Assistant	Grade: S4-S6
Team: Finance	Hours: 36 per week
Salary: £23,912-£31,817	Car Allowance: N/A

Key requirements	Desirable/essential	To be tested by: Application1 (A) Interview (I)
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Qualifications and Education		
1	“A” level standard or equivalent.	D (A)

Experience		
2	Has worked in a Local Government Environment.	E (A)(I)
3	At least 1 year in Debt Management/Recovery.	E (A)(I)
4	Has accounts receivable experience within a large multi-functional organisation.	E (A)(I)
5	A working knowledge of CIVICA Financials.	D (A)(I)
6	Dealing with Debt Recovery Agents/Solicitors.	E (A)(I)

Knowledge, skills and abilities		
7	Excellent written and oral communication skills.	E (A)(I)
8	Ability to work to tight schedules under pressure.	E (A)(I)
9	High numerate and knowledge of spreadsheets.	E (A)(I)
10	Ability to deal effectively with difficult/irate customers.	E (A)(I)

Special requirements		
11	None	