

# Job summary

**Role title:** Council Tax Recovery Officer

**Department:** Revenue, Benefits & Fraud

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## General description of role

To undertake the administration for the recovery of Council Tax, initiating recovery action in accordance with legislation and Council policy to support income maximisation. Ensuring the appropriate recovery action is taken against non-payers of Council Tax and to improve collection rates by negotiating payment plans from customers, maintaining accurate records and deciding the appropriate form of recovery action to take.

## Top ten duties / responsibilities of role

1. To undertake the administration and enforcement necessary for the recovery of debts owed to the Council initiating escalation of recovery action in accordance with legislation and Council policies including –
  - the issuing of reminders, final notices, summonses and liability orders
  - issuing of attachment of earnings, deductions from benefits etc.
  - referring cases to external enforcement agents
  - attendance at Magistrates Court to interview debtors prior to hearings and make payment arrangements
2. To ensure all arrears accounts are actively pursued by timely monitoring and ensuring that enforcement action is not held up by using effective case management to support income maximisation
3. Deal and respond to enquiries received into the section in person, by telephone, through letter or email correspondence and update accounts where appropriate, maintaining a high level of customer service at all times
4. To negotiate and make payment arrangements with customers who are in arrears using income and expenditure details to enable a fair but sustainable solution for both the customer and Council
5. To assist in the control of enforcement agent audits, payments and ensuring that monitoring reports are up to date. Dealing with enforcement agents returned cases and to refer cases to the Senior Recovery Officer for next stage of action, e.g. committal, Insolvency, Charging Order, etc.
6. Trace absconders using third party systems or other information held to obtain payments
7. To assist the Senior Recovery Officer with the escalated accounts for committal, Insolvency, Charging Order, etc
8. To liaise with both internal and external partners including Enforcement Agents, DWP, employers, Insolvency practitioners etc. to maximise opportunities to recover unpaid Council Tax

9. Prepare bad debt cases for write off, including costs withdrawal and action in accordance with established procedures
10. To update and maintain records with relevant and accurate details
11. To support the Council's commercial agenda, and where required assist with Council Tax recovery under arrangements with other local authorities
12. Retain a detailed knowledge of the law relating to Council Tax to allow you to answer Council Tax queries concerning liability, exemptions, discounts and update accounts where necessary
13. Carry out reasonable allied duties to the above within the context of the Section's/Department's responsibilities

# Person Specification

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Qualifications	Essential / Desirable	Assessment by A / I / T (Assessment/Interview/Testing)
Good general education with 4 GCSE's including Maths/English or equivalent	E	A/I
IRRV or comparable qualification in Council Tax	D	A/I
<b>Experience and achievements</b>		
Experience of working in a Revenues Recovery section	E	A/I
Experience of dealing with members of the public face to face, written communication and on the telephone	E	A/I
Sound working knowledge of Council Tax Recovery legislation to be able to provide up to date advice and support	E	A/I
Experience of issuing reminders, finals, summons & liability orders	D	A/I
Experience of the court process in the capacity of a supporting officer	D	A/I
<b>Role required competencies and behaviours</b>		
High quality Customer Service skills with effective communication both verbally and written	E	A/I
Lead by example and be a good team player	E	A/I
Good interpersonal skills.	E	A/I
Able to work to stringent recovery deadlines and targets	E	A/I
An approachable attitude with empathy and patience, but show initiative and stay calm under pressure	E	A/I
Good time management and organisational skills with the ability to organise own workload whilst accounting for team needs	E	A/I
The ability to communicate, negotiate and handle conflict in a robust	E	

manner while working in a pressurised environment		A/I
Strong IT skills and extensive knowledge of using computerised systems	E	A/I

# Great People at Reigate & Banstead

Our great working environment and the values and behaviours of every individual and team in the Council, help to evolve the culture of our organisation to become more commercial, innovative and embracing of change.

Successful applicants to our career opportunities will be able to demonstrate they share the values and behaviours we seek in our organisation.

## Our Vision

Working together to make a great place to live, work and enjoy.

## Our Values

Making a difference, doing the right thing, being bold and confident.

## Our Behaviours

We should demonstrate our values by being positive, supportive, flexible, and innovative.

### Positive: I maintain a “can do” attitude and a smile

- ✓ Create an encouraging and optimistic environment and bring others with me
- ✓ Approach others in a pleasant, happy and upbeat manner
- ✓ Maintain enthusiasm in difficult times
- ✓ Demonstrate commitment to my own service and to the Council
- ✓ Demonstrate an "I care" attitude

### Supportive: I create an environment where the people I work with feel valued and respected and have confidence to develop

- ✓ Understand the council's priorities and work towards a common goal
- ✓ Work across boundaries to develop relationships, share information and keep others informed
- ✓ Listen to the views of others allowing the best way forward to be found
- ✓ Communicate in a courteous and respectful manner
- ✓ Behave in ways that promote the fair and equal treatment of all

### Flexible: Adapting the way I work, I can deal confidently with change and accept new and different ideas and approaches

- ✓ Accept that change is an integral part of working at Reigate & Banstead
- ✓ Demonstrate an open mind to new ideas and proposals
- ✓ Display a willingness to do things differently
- ✓ View change in working practices as an opportunity for improving and developing
- ✓ Adopt a flexible approach to meet the team's requirements

### Innovative: I work to develop new ideas and workable solutions to drive the Council forward

- ✓ Question currently accepted ways of doing things
- ✓ Implement good ideas, learn from others, both internally and externally
- ✓ Identify novel ways of resolving issues using own initiative
- ✓ Suggest and try out new approaches
- ✓ Challenge the status quo in a constructive way

**Great People**



POSITIVE



INNOVATIVE



SUPPORTIVE



FLEXIBLE



# Summary of employment package

<b>Place of work</b>	The role will be primarily based at <b>Town Hall, Reigate</b> . We may require you to work from another place of work within the Borough or a neighbouring Borough or District, or further afield by prior agreement.
<b>Salary</b>	Graded <b>Technical Specialist</b> , the salary will be in the region of <b>£31,347- £36,618</b> per annum dependent upon experience. Cost of living awards are reviewed annually on 1 April. Incremental progression and bonuses may be payable in line with the appraisal scheme.
<b>Duration of contract</b>	The contract will be offered on a permanent basis.
<b>Probationary period</b>	Upon joining the Council, all staff are required to satisfactorily complete a six-month probationary period.
<b>Hours of work</b>	Hours of work are nominally 36 per week.
<b>Employment Benefits</b>	
<b>Flexible working hours</b>	<p>Flexible working allows for the alteration of start/leave times and length of lunchtime break, time off in lieu for longer hours worked and a flexible working system.</p> <p>Whilst staff are expected to manage their time and keep working hours within acceptable limits, flexible working arrangements are always subject to sufficient office cover and the particular needs of the service at that time.</p>
<b>Annual leave</b>	<p>The basic leave entitlement is 259.2 hours per annum pro rata (equivalent to 36 standard days), rising to 295.2 hours per annum (equivalent to 41 standard days) pro rata after five years continuous local government service, inclusive of Bank Holidays.</p> <p>Annual leave must be taken on the Council's discretionary day off around Christmas and New Year period.</p>
<b>Pension</b>	<p>You will be auto enrolled into the Local Government Pension Scheme (LGPS) to which the Council contributes 15% of your earnings each year.</p> <p>You are able to transfer funds into the LGPS within the first twelve months of employment. However, you can also choose not to join the scheme and make your own arrangements. If you wish to opt out of the scheme you will not be able to do so until after your first day.</p> <p>Your pension contribution rate will depend on your full time equivalent annual salary. The salary and rates are reviewed annually on 1 April each year. The current rates can be found on the Surrey Pension Fund website: <a href="http://www.surreypensionfund.org/surrey-pension-fund/paying-in/membership-and-contributions/#contribution-rates">http://www.surreypensionfund.org/surrey-pension-fund/paying-in/membership-and-contributions/#contribution-rates</a></p>
<b>Training and development</b>	<p>The Council actively encourages continued professional development and talent development.</p> <p>Learning facilities are available in-house, including a dedicated Training Room for both individual and group learning. The Council also has a number of Computer Based Training packages.</p>
<b>Professional subscriptions</b>	If you are required to be a member of a professional organisation(s) for your role, we will pay the subscription fee(s) each year, your manager will approve your claim as applicable.

<b>Car parking / Travel loan scheme</b>	The Council offers interest free loans to encourage staff to travel by alternative methods to solo car use. Loans are available to purchase bicycles and accessories to the value of £1000, for quarterly/yearly rail season or bus tickets or a season car park pass.
<b>Cycle purchase scheme</b>	The Council offers staff who have passed the probation period and are employed for 18 months or more, the opportunity to lease/purchase bikes and related safety equipment up to £1000, reducing tax and National Insurance deductions. Staff are required to use the bike mainly for journeys between home and work.
<b>Employee discounts</b>	<p>All staff have access to special offers and discounts on national and local high street shops, restaurants, motoring benefits, discount cinema and theatre tickets, holidays, insurance and much more.</p> <p>Full annual discounted membership is available for the 'Better' run leisure centres at Tadworth, Donyngs and Horley.</p>

<b>Other Conditions</b>	
<b>Pre-employment checks</b>	<p>Appointments are offered subject to several pre-employment checks to comply with the Home Office's Baseline Personnel Security Standards (BPSS):</p> <ul style="list-style-type: none"> <li>• at least two satisfactory references</li> <li>• eligibility to work within the UK, and proof of your identity</li> <li>• evidence of relevant qualifications</li> <li>• basic criminal record check (As access to secure government systems is an intrinsic requirement of the role)</li> </ul>
<b>DBS clearance</b>	Employment with the Council will also be subject to receipt of standard / enhanced Disclosure and Barring Service (DBS) clearance. Details will be provided to the successful applicant, which may require completion of an online application and/or registration to the DBS 'Update Service'.
<b>Paid work with another employer</b>	<p>If you are appointed, your contract with the Council should normally be classed as your main employment.</p> <p>You will devote your whole-time service to our work and not be involved in any other business or take up any other appointment without getting written permission from your manager or the Chief Executive.</p>
<b>Disclaimer</b>	Please note that this document outlines the likely employment package for this role but does not form part of your terms and conditions of employment if you are subsequently employed by Reigate & Banstead Borough Council. These will be outlined in any contractual documents addressed to you directly.