

 WOKINGHAM BOROUGH COUNCIL	Job Description		Job Reference
Job Title	Recovery Administrator		
Service	Resources and Assets	Team	Income & Assessments
Location	Shute End/Smart Working		
Reports to	Senior Recovery Officer		
Responsible for	See structure chart		
Grade	Type of position:		Date
4	Full Time / Permanent		
<p align="center"><u>Service Purpose</u></p> <p>To maximise collection of Council Tax and Business Rates revenue, housing benefit overpayments or sundry debt by utilising the most appropriate method of recovery. Including attachment of earnings/benefits, charging orders, instructing enforcement agents, and other available means.</p> <p>To provide support for those representing the council at Magistrates Court hearings relating to the collection of Council Tax and Business Rates</p> <p>To support those in financial difficulty by paying housing benefit, council tax reduction or by providing the appropriate advice and support relating to other welfare benefits.</p>			

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Purpose of the role

To undertake a full range of recovery duties to ensure that all income due in respect of recovery of debt and other charges are promptly and efficiently collected in a helpful and courteous manner.

The role will entail but not limited to:

- A mixture of inbound/outbound calls
- Producing reports to aid collections
- Minimising arrears and maximising income collection
- Working to targets and KPIs

Completing other tasks assigned to the team on a regular basis including emails.

Delivering effective and efficient services offering good value for money.

Working with key stakeholders both internally and externally to ensure that processes and procedures are as streamlined as possible.

To support the Recovery Team in ensuring the timely collection of Council Tax, Business Rates (current and arrears), Adult Social Care Debt and Sundry Debts.

To maximise income from the Local Authority in an efficient and effective way taking into account any customers who present themselves as vulnerable.

Main Accountabilities

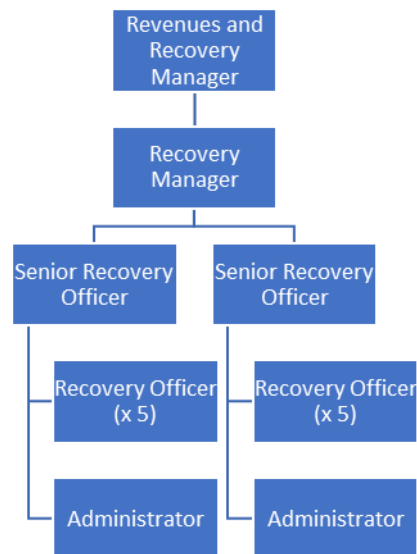
1	To aid and support our customers in writing, by telephone or in person providing an excellent, polite and courteous public service at all times.
2	To update the case management system as cases progress and note actions taken.
3	Ensure that that all work is kept up to date and performed to the agreed standards as well as maintaining accurate computer records.
4	To be proactive in performing your duties and contribute to the overall recovery team's targets.
5	To provide excellent communication and interpersonal skills and ability to interact with partner organisations, Council Tax, Business rates, Adult Social Care, Sundry Debt and other departments and senior managers.
6	To maintain an up-to-date knowledge of relevant legislation for Council Tax, Business Rates, Adult Social Care and Sundry Debts.
7	To maintain confidentiality when handling customer enquiries and other information in line with Council requirements, the Data Protection Act and the Freedom of information Act.
8	Contribute to the development of service action plans, to ensure that an excellent high quality recovery service is delivered.
9	Manage health and safety issues in your area of responsibility in line with the relevant section(s) of the relevant Health and Safety Policy.
10	Your duties may vary from time to time within the broad remit of your role and grade. You are required to undertake any such reasonable and appropriate duties

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Supervision Received	Reporting into the Senior Recovery Officers's via 121's / APR's or as and when required
Supervision Given	N/A
Contacts & Working Relationships	<p>Head of Income and Assessments</p> <p>Revenues and Recovery manager</p> <p>Recovery Manager</p> <p>Senior Recovery officers</p> <p>Recovery Officers</p> <p>Working with internal and external key stakeholders.</p> <p>Enforcement Agents, Collection Agents, CAB and Voluntary Sectors.</p> <p>Care providers</p>
Management of resources or budget	N/A
Special Factors	Ability to travel to a variety of locations as and when required.

Organisation Chart

The Recovery Manager reports into the Revenues and Recovery Manager who in turn reports into the Head of Service.



Person Specification		
Qualifications	Essential	Desirable
	<p>Good general education - 2 GCSE grades,</p> <p>A-C or relevant Recovery Experience</p>	<p>Demonstrate experience of dealing with debt recovery involving vulnerable people.</p> <p>Have experience of working in a busy office environment'</p>
Technical Skills.	Essential	Desirable
	<p>Good IT skills including office software such as Microsoft Word, Outlook, Power Point and Excel.</p> <p>Ability to establish positive and effective relationships and work with partners, residents, businesses and other stakeholders.</p> <p>Ability to take ownership and manage own workload to meet the demands of the service.</p> <p>Works accurately whilst understanding the importance of meeting strict deadlines.</p> <p>Must be able to work to personal and team targets.</p> <p>Demonstrate good numerical and writing skills.</p> <p>Demonstrate experience or understanding of customer care.</p> <p>Demonstrate ability to deal with customer enquiries in an appropriate, diplomatic and professional manner.</p> <p>Be able to remain calm during stressful/violent circumstances.</p> <p>Must be able to self-motivate and embrace change.</p> <p>Be an effective team player and can work flexibly within a team.</p> <p>Have a positive desire to achieve results.</p>	

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	Can work effectively under pressure and use own initiative. Willing to learn and improve.	
Knowledge	Essential	Desirable
	Knowledge of computer packages, including the Microsoft Suite and have the sufficient knowledge and skill to be able to use computers effectively. Demonstrate knowledge of all types of debt recovery.	Working knowledge of NEC (Northgate) and Information@Work Systems
Experience	Essential	Desirable
	Customer service skills. Dealing with customers on the telephone or via written communication	An understanding of Council Tax Business Rates, Adult Social Care and Sundry Debts legislation, regulations and working practices, particularly in relation to Recovery and Enforcement. Knowledge of Council Tax / Business rates support and general welfare benefits. Customer care skills
		Experience of working in multi-disciplinary teams
Other	Essential	Desirable
		Willingness to learn with the motivation to succeed Self-motivated and tenacious Creative approach to problem solving Ability to work under own initiative Reliable, committed and punctual Flexible approach to changing work demands and proven ability

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		to progress developments and improvements in working practices.
Completed by:	Andrew Kupusarevic	Date: 15.06.22

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