

 <b>WOKINGHAM BOROUGH COUNCIL</b>	<b>Job Description</b>		Job Reference
			<Insert the post number>
Job Title	Recovery Manager		
Service	Resources and Assets	Team	Income & Assessments
Location	Shute End/Smart Working		
Reports to	Revenues and Recovery Manager		
Responsible for	See structure chart		
Grade	Type of position:		Date
9	Full Time / Permanent		
<b><u>Service Purpose</u></b>			
<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 represent the council at Magistrates Courts; hearings relating to 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>			
<b><u>Purpose of the role</u></b>			
<p>The Recovery Manager is responsible for the management of the Recovery Team – this includes Revenues (Council Tax &amp; Business Rates), Adult Social Care Debt and Sundry Debt. To manage and organise the resources of the department to ensure that all tasks are carried out in an effective and efficient manner.</p> <p>Maximise income for the Local Authority via various recovery strategies.</p> <p>To lead on the development of staff to meet the needs of the organisation, planning and implementing improvements to the processes whilst ensuring that the service to customers is constantly of the highest level.</p> <p>Lead and motivate staff and oversee the day-to-day management of the Recovery Team, including performance whilst ensuring that there is a culture of continuous development.</p> <p>Delivering effective and efficient services offering good value for money, maximising alternative ways of maximising income.</p> <p>Working with key stakeholders both internally and externally to ensure that processes and procedures are as streamlined as possible.</p> <p>To support the Revenues and Recovery Manager in ensuring the timely collection of Council Tax, Business Rates (current and arrears), Adult Social Care Debt and Sundry Debts.</p>			

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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**

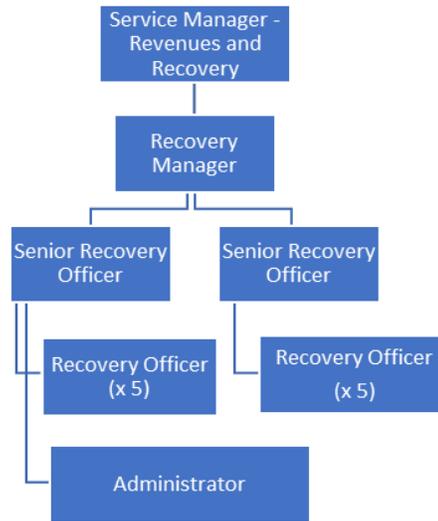
1	To lead the management and recovery of Council Tax, Business Rates, Adult Social Care Debt and Sundry Debt.
2	In consultation with the Revenues and Recovery Manager set aims, objectives, targets and KPI's for the recovery team
3	Ensure that that all work is kept up to date and performed to the agreed standards as well as maintaining accurate computer records.
4	Responsible for ensuring that the Senior Recovery Officers deal with complex correspondence, handling complaints, and that cases are prepared in a timely manner for legal proceedings and represents the Council at Magistrates Court liability order hearings.
5	Contribute to the development of policies, procedures and working practices that will improve the effective running of the team. Ensure that staff receive adequate instruction, training and that continuous development is embedded with the Recovery team.
6	Ensure that the recovery timetable for Council Tax and Business rates is set annually.
7	Manage the relationships with external third-party enforcement agents.
8	Make decisions regarding the best strategy to deploy in maximizing income.
9	Working within statutory, Council and Government guidelines and ensuring statutory compliance in the delivery of the service.
10	Ensure effective management and leadership of the Recovery Team by managing people, performance, development, health and wellbeing issues and resources effectively and in line with relevant policies and procedure.
11	Manage performance, including production of appropriate performance data as required, meeting success measures and targets and drive continuous improvement.
12	Develop and deliver, in partnership with internal and external teams, effective recovery processes and procedures (including court and enforcement actions under appropriate legal supervision) to ensure a consistent approach to income recovery.
13	Develop strong and effective working relationships with other teams internally and external partners to ensure customers receive an outstanding and seamless service.
14	Contribute to the development of service action plans, to ensure that an excellent high quality recovery service is delivered.

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15	Manage health and safety issues in your area of responsibility in line with the relevant section(s) of the relevant Health and Safety Policy.
16	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
<b>Supervision Received</b>	Reporting into the Revenues & Recovery Manager via 121's / APR's or as and when required
<b>Supervision Given</b>	Responsible for 1 3FTE's Local Taxation, Adult Social Care and Sundry Debts (12 FTE's) 1 FTE grade 4 for the administration side (general guidance and support)
<b>Contacts &amp; Working Relationships</b>	Service Manager - Revenues and Recovery Head of Income and Assessments Working with internal and external key stakeholders. Enforcement Agents, Collection Agents, CAB and Voluntary Sectors. Care providers
<b>Management of resources or budget</b>	Responsible for 14 FTE's and the staff budget allocated (£500k) - Work alongside the Revenues and Recovery Manager to meet budget requirements – overall collection is around £220m
<b>Special Factors</b>	Ability to travel to a variety of locations to attend magistrates Court or meetings This role requires the postholder to hold and maintain a Basic DBS check.

## Organisation Chart

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



## Person Specification

Qualifications	Essential	Desirable
	Relevant qualification, or equivalent experience in specialist area, dependent upon role  Evidence of continuous professional development	Holder of IRRV qualification or equivalent qualifications and experience  Management qualification
Technical Skills.	Essential	Desirable
	Good IT skills including office software such as Microsoft Word, Outlook, Power Point and Excel.  Able to learn, follow, interpret, enforce and communicate contracts, legislation, policies and procedures.  Ability to establish positive and effective relationships and work with partners, residents, businesses and other stakeholders.  Ability to analyse and evaluate complex legislation, identify key issues and reach logical conclusions.	

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	<p>Ability to take ownership and manage own workload to meet the demands of the service.</p> <p>Previous Experience of Court Officer duties in a Revenues environment.</p> <p>An excellent understanding of Council Tax Business Rates, Adult Social Care and Sundry Debts legislation, regulations and working practices, particularly in relation to Recovery and Enforcement.</p>	
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<b>Knowledge</b>	<b>Essential</b>	<b>Desirable</b>
	<p>Experience of having worked in Local Taxation, Adult Social Care and Sundry debts environment.</p> <p>Able to demonstrate the ability to lead and manage a team.</p> <p>Able to demonstrate strong performance management.</p>	<p>Working knowledge of NEC (Northgate) and Information@Work Systems</p>
	<p>Excellent interpersonal skills, including being able to influence, persuade and negotiate to achieve positive outcomes</p>	
	<p>Able to use coaching skills to support others</p>	
	<p>Excellent organisational skills and ability to produce quality work to tight deadlines</p>	
	<p>Able to communicate information confidently to a range of audiences</p>	
	<p>Ability to manage a high workload and conflicting priorities.</p>	
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
	<p>2 years supervisory/management experience and experience of leading specialist teams of staff</p>	
	<p>Experience in the delivery of income recovery / arrears management</p>	<p>Experience of working in multi-disciplinary teams</p>
	<p>Experience of leading, developing, motivating and managing a team of staff</p>	
	<p>Experience of delivering outstanding customer focused services</p>	
	<p>Experience of partnership working with internal and external stakeholders and agencies to deliver support and advice to customers</p>	

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	Experience of producing performance management data and determining outcomes and impacts	
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	To have a good knowledge of Council Tax, Business Rates, Adult Social Care Debt and Sundry Debt legislation, law and practice and any other related legislation.	
<b>Other</b>	<b>Essential</b>	<b>Desirable</b>
	<p>Willingness to learn with the motivation to succeed</p> <p>Self-motivated and tenacious</p> <p>Creative approach to problem solving</p> <p>Ability to work under own initiative</p> <p>Reliable, committed and punctual</p> <p>Flexible approach to changing work demands and proven ability to progress developments and improvements in working practices.</p>	
<b>Completed by:</b>	Andrew Kupusarevic	<b>Date: 23.03.26</b>

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