

Job Description

Job title	Debt Recovery Assistant
Directorate	BUSINESS : Business Support
Division	Income, Payments and Corporate Debt
Range	MPR 3
Reports to	Senior Corporate Debt Officer

Main purpose of the job:

To contribute to the effective administration and recovery of all Corporate Debts including Council Tax, Business Rates, Housing Benefit Overpayments, Sundry Debt and other Miscellaneous Debt accounts in an efficient and effective manner and in accordance with all relevant legislation, regulations, policy and procedures on behalf of Medway Council.

Liaise with stakeholders in a way that promotes the [vision and values](#) of the Council.

Accountabilities and outcomes:

Duties include all administrative tasks relating to Corporate Debt recovery for Council Tax, Business Rates, Housing Benefit Overpayments, Sundry Debts and other Miscellaneous Debt accounts.

Referral of relevant debt accounts to and liaison with external contractors such as Enforcement Agents and External Solicitors. To liaise with other departments and officers of the Council and to assist in the provision of advice concerning the administration of Council Tax and Business Rates.

Responding to customer correspondence including financial appeals and signposting customers to relevant Debt advice or third-party services. To deal with initial complaints and under the supervision of line manager to assist in the preparation of more complex complaint cases.

Payment monitoring and assisting in the preparation of debt accounts for write-off, *identifying relevant debt accounts for appropriate legal action through the Court and recovering debt*



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accounts through statutory methods: attachment to earnings orders, direct earnings attachments and third-party deductions.

The issue of summonses, assisting in Court preparation and attending Court with line manager as required.

To remain aware of changes in legislation generally, but specifically regarding Council Tax and Business Rates administration. To undertake training identified by a line manager to maintain a responsive and well-regarded service to customers.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Organisation:

This role reports to the Senior Corporate Debt Officer

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.



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Person Specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

Five GCSE including Maths and English.

Level B (in addition)

Money Guiders Foundation, including assessment.

Level C (in addition)

Working towards Money Guiders Technical tiers 1-3 including completed assessments.

Knowledge

Level A

Knowledge of debt recovery relating to a financial services environment such as revenues and benefits, credit control, account reconciliation or a similar related office environment.

Level B (in addition)

Ability to demonstrate and apply an in depth understanding of legislation, policy and processes relating to an area of Corporate Debt recovery and to mentor other team members in that area.

Level C (in addition)

Accomplished understanding of relevant legislation related to more than one debt area and to demonstrate specialist technical knowledge across those areas.



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Experience

Level A

Experience of working within a financial services environment such as revenues and benefits, credit control, account reconciliation or a similar related office environment or experience of a customer facing or customer relations role.

Level B (in addition)

Experience of independently working in one area of debt recovery, using own initiative to resolve customer enquiries.

Demonstrates competent understanding and ability in the use of the NEC Revs and Bens system, the NEC Document Management system, Centro's Integra including recognising transactions and allocations are correct.

Able to interpret reports to progress cases through a range of stages with occasional supervision.

Able to confidently respond to enquiries and complaints at stage 1.

Level C (in addition)

Demonstrable experience in dealing with more than one area of debt recovery. Show where you have progressed cases across a range of debt types.

Ability to conclude technical enquiries from residents only referring those with no known solution to the Senior Corporate Debt Officer.

Demonstrates expert use of the NEC Revs and Bens system, the NEC Document Management and Centro's Integra.

Able to interpret reports without supervision and mentors team members in interpreting reports.

Able to justify and confidently respond to complex enquiries and stage 1 complaints.

Skills

Level A

Ability to complete basic tasks in Microsoft Word, Excel, and Outlook.

Ability to work unaided for periods of time on tasks with regular support from manager or mentor.

Ability to prioritise planned day to day work and tasks with guidance from manager or mentor.



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Able to use available resources to understand and problem solve in case progression and task management with supervision.

The ability to choose an appropriate communication response method with guidance, when necessary, from a manager or mentor.

Level B (in addition)

Competent in the use of Microsoft Word, Excel, and Outlook to confidently respond to customer enquiries including detailed breakdowns of their account.

Ability to work on all tasks with minimal support from manager or mentor. Supporting, mentoring, and sharing knowledge with other team members when required.

Ability to prioritise planned day to day work and tasks independently and to deal with all debts for each debtor appropriately and in line with procedures.

Ability to schedule and action additional allocated tasks into day-to-day work, without intervention and communicate the results.

Demonstrates the ability to independently review and improve existing resources.

Independently demonstrates the ability to select the most effective communication method when engaging with customers. Adapting language when communicating with a range of audiences where appropriate.

Demonstrates the ability to proactively explain processes and procedures to other team members checking their understanding.

Level C (in addition)

Ability to complete advanced tasks within Microsoft Word, Excel, and Outlook.

Ability to work independently on all tasks including those that are complex.

Ability to independently prioritise unplanned and planned day to day work which may include multiple complex tasks.

Able to independently review new processes, problem solve and create new resources.

Demonstrates the ability to present complex and/or sensitive information in an understandable way, using a variety of methods to a range of audiences.