

Job Description

Job title	Senior Debt Management Officer> >
Directorate	PEOPLE : Children and Adults
Division	Finance Operation
Range	MPR 4
Reports to	Finance Operations Team Leader

Main purpose of the job:

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< To be responsible for the administering and collection of the ASC Debt Recovery Section in an efficient and effective manner and in accordance with all relevant legislation and regulations on behalf of Medway Council.

To ensure that the cash flow generated through client contribution is maximised by assisting in the definition of and implementing all necessary debt recovery procedures.

To ensure that all forms of recovery action as permitted are considered and undertaken correctly.

To represent the Council at the Magistrates/County court submitting the Councils argument in appropriate cases and ensure the maintenance of case histories as and when required.

To train and develop the Debt Recovery Team members as well as other staff within the Financial Operations Team. This will include training in respect of legislation, systems and procedures concerning the ASC Debt Recovery process in order to maintain a good service to our customers.

To remain aware of legislative changes in the Care Act, in particular with regards to the recovery of ASC Debt.

To provide expert advice concerning the administration of payment plans and ASC debt recovery

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

Medway Council Job Profile

Accountabilities and outcomes:

< Collate and report monthly analysis to management of your performance against targets given

Ensure debt is pursued inline with Medway Council Adult Social Care Debt policy and reduce overall Adult Social Care debt

Achieve the savings target agreed at the beginning of each financial year

Receive, distribute and respond to written correspondence and telephone enquiries, assessing prioritisation and using discretion to provide appropriate information and assistance to enquiries, referring those of a less routine nature and passing on correspondence and information to the relevant teams or individuals.

Administer, monitor and maintain all relevant records and information systems (manual and computerised), to ensure information is accurate, accessible and retrievable by others.

Identify potential fraud and safeguarding concerns regarding potential financial abuse

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.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

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

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

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.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

Medway Council Job Profile

Organisation:

This role reports to the < Finance Operations Team Leader >.

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.

Person specification

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

Qualifications

Level A

- Educated to GCSE C or above in Maths and English.

Level B (in addition to level A criteria)

- Educated to a degree level or minimum 4 years' experience in credit control/debt recovery.

Level C (in addition to levels A and B)

Management Qualification or the willingness and ability to obtain

Knowledge

Level A

- Understanding of the welfare benefit system

Level B (in addition to level A criteria)

- Comprehensive knowledge of the care act and ASC charging and debt recovery policy.
- Relevant debt recovery administration including statutory requirements

Level C (in addition to levels A and B)

- In depth knowledge of the theory of debt recovery
In depth knowledge of ASC pathways and processes
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Experience

Level A

- Demonstrable experience in the field of debt recovery
- Demonstrable experience in negotiating successful outcomes to establish full payment of arrears and payment plans

Level B (in addition to level A criteria)

Demonstrable ability to mentor and develop less experienced members of the team and advise other teams on the ASC debt recovery process >

Level C (in addition to levels A and B)

- Can identify and escalate team performance issues which could be leading to wider organisational concerns and present potential solutions
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Skills

Level A

- Proficient in Microsoft office suite.
- Full UK drivers' licence and access to own transport for work purposes.

Negotiation and financial awareness

Medway Council Job Profile

Level B (in addition to level A criteria)

- Ability to demonstrate and understanding of how teams work with other services and take a proactive approach towards helping others.
- Demonstrable experience of coping well under pressure and difficult situations, able to identify and act on own development needs

Ability to undertake work that requires a range of imaginative solutions and responses, involving application of fresh and innovative thinking.

Level C (in addition to levels A and B)

Demonstrable skills in the management of staff to ensure maximum accuracy and productivity. add in role specific skills>