

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Debt Recovery Officer

Finance Operations, Finance Directorate

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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Purpose and impact:

1. To provide an effective, customer focused support service to users of the North & West Northants Councils Debt Recovery service, systems and processes. A point of contact for colleagues and service users for queries.
2. To provide an effective debt recovery service in order to maximise income for customers and achieve resolution and payment of outstanding debt in accordance with the North & West Northants Councils Collections Strategy. Providing accurate information and support in response to internal and external customers enquires according to agreed procedures, practices and regulatory and legislative requirements.
3. To answer queries relating to Adult Social Care and Sundry debts.
4. To ensure an integrated approach to transactions for West & North Northants Councils through assisting with the implementation of new technologies, methodologies and processes that meet the needs of clients, customers and client organisation.

Accountable to:

Responsibilities:

1. Provide operational services within the Debt Recovery team for North & West Northants Councils through the use of telephone, emails, letters and any other communication tool that is appropriate. Responsible for ensuring that efficient, accurate and timely end-to-end processes are adhered to
2. To liaise with, including the provision of updates and data to your Management and third-party service providers, e.g. legal services, external debt agencies, as required in the management of efficient debt recovery processes
3. Take responsibility for and resolve service requests, queries, complaints, suggestions and compliments from customers and other stakeholders ensuring operational service priorities are met through adhering to agreed service standards and according to operational procedures
4. Take responsibility and ownership on areas of the service where improvements could be made by making recommendations and implementing agreed changes to improve efficiency
5. Work as part a team supporting your colleagues, mentoring apprentices and new starters to a high standard
6. Work collaboratively on projects that support developments and improvements for the Debt Recovery service in a professional and positive way including supporting system implementations, conducting system testing and delivering training to staff on new system processes
7. Manage own workload, processing high quality information / data accurately and in a timely manner

8. Embed customer service excellence within the team through contributing to the design of customer focussed processes, active participation in one-to-one meetings / the PADP process and own behaviours
9. Demonstrate awareness / understanding of equal opportunities and other people's behaviour, physical, social and welfare needs
10. Ensure that reasonable care is always taken for the health, safety and welfare of yourself and other persons, and to comply with the policies and procedures relating to health and safety within the business
11. Carry out any other duties which fall within the broad spirit, scope, and purpose of this job description and which are commensurate within the grade of the post.
12. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
13. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
14. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is always taken for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Ability to work with internal and external stakeholders to support the delivery of Debt Recovery service in line with the annual service plan	Essential	
Ability to communicate effectively both verbally and in writing in order to achieve desired outcomes and be able to influence and negotiate when advising and supporting customers/users	Essential	A/T/I
Ability to manage own personal workload and for the prioritisation of that workload	Essential	
Ability to understand and interpret national legislation and guidance and adhere to local policies and procedures	Essential	
Show empathy, be calm and able to deal with conflict management, be able to influence behaviour and negotiate win-win solutions for the recovery of debt	Essential	
Excellent interpersonal skills; demonstrate understanding and be able	Essential	
to deal with vulnerable customers and service groups	Essential	
Ability to process data and financial information related to the Debt Recovery service to support the production of management reports and information on service performance to meet service area requirements	Essential	
Ability to motivate and mentor Apprentices to provide staff development	Essential	
Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	Essential	
Equal opportunities - Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	Essential	

Knowledge:	Essential / Desirable	Measured by
		A, T, I, P, D
Knowledge and experience of finance operational processes and understanding of debt recovery processes	Essential	
Excellent IT skills with good knowledge of office applications	Essential	
Knowledge of ERP Systems, e.g. Oracle and/or Agresso	Desirable	
Awareness of Social Care charging and financial assessment processes	Desirable	
Broad knowledge of relevant Legislation, Data Protection, Customer Care Guidance and Good Practice relating to debt recovery	Desirable	

Relevant experience:	Essential / Desirable	Measured by
Experience of working independently scheduling and prioritising own work to meet service requirements	Essential	A, T, I, P, D
Proven customer service background with experience of conflict resolution, negotiation, and diplomacy skills	Essential	
Experience of working in a customer focused role in a fast-paced environment	Essential	

Education, training and work qualifications:	Essential / Desirable	Measured by
NVQ Level 2 or equivalent in Business & Administration or Finance or significant experience gained in a similar or related service working	Essential	A, T, I, P, D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Additional pre-employment checks specific to this role include

We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

Demonstrate an understanding of the safe working practices that apply to this role.

Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.

Day-to-day in the role:

Job family & salary band:	Customer Assistance 4	Worker type:	Flexible Part-flexible Fixed Field-based worker
People management responsibility:	[manager to insert]	Budget responsibility:	[provide c. £x figure]

Current pay scales and other benefits are published on the [Jobs and Careers](#) section of West Northamptonshire Council's internet.

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
 - **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
 - **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
 - **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.
- We want you to have balance and be happy.

