WHERE CAREERS THRIVE

When potential is unlocked, talent *thrives*

West Northamptonshire Council

Job description and person specification

Council Tax Recovery Officer

Service, 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.

West Northamptonshire Council

Purpose and impact:

To maximise the income to the Council by ensuring the appropriate recovery action is taken against non-payers and to improve on collection rates.

To support customers to find sustainable ways to meet their Council Tax debt with the Council.

Accountable to:

This role reports to the Council Tax Recovery Team Leader. The role sits within the Revenues & Benefits Team which is part of the wider Resources Directorate.

Responsibilities:

1. To maintain an up-to-date knowledge of Council Tax and recovery legislation and case law and related policies and procedures.

2. To undertake the administration for the recovery of Council Tax initiating recovery action in accordance with legislation and Council policy including issuing final notices and summonses, attachment of earnings, referring cases to external enforcement agents, issue of liability orders

3. To deal with customer enquiries resulting from recovery action by phone, via letter and email including negotiating and making payment arrangements always providing a good customer service.
4. To deal with enforcement agents returned cases and make decisions on the next course of action.

5. To assist with the compilation of statistics and reports and to assist with testing of new software releases for the Council tax system.

6. To liaise with the Seniors to ensure that the Council's approach to corporate debt recovery and enforcement is joined up and in accordance with legislation.

7. To attend court representing the authority for Court actions relating to Council Tax liability as required.

8. Prioritise and manage own workloads to ensure objectives and targets are achieved and customer requirements are met.

9. To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.

10. Any other duties and responsibilities that may be reasonably allocated.

11. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, though effective use of Office 365 and our internal IT systems and applications.

12. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.

13. 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
Strong communication and negotiation skills and ability to communicate with all customers, partners, ability to make difficult decisions showing tact and diplomacy.	Essential	A, T, I, P, D
Proven ability to work on own initiative to achieve targets and deadlines and to use own discretion and judgment	Essential	
Proven ability to prioritise large volumes of complex work to meet tight deadlines and targets while having regard to urgent more vulnerable cases and the need to be accurate.	Essential	
Strong organisational and time management skills	Essential	
Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	Essential	
This is applicable to all roles in WNC that are required to use IT equipment: Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	Essential	A/T/I

Knowledge:	Essential / Desirable	Measured by
Legislations - Demonstrate the ability to take on board and understand complex legislation	Essential	A, T, I, P, D
IT Systems - Demonstrable knowledge and experience of using Capita or Northgate Revenues and Benefits	Desirable	

Relevant experience:	Essential / Desirable	Measured by
Experience of processing Council Tax accounts and recovery work	Desirable	A, T, I, P, D
Ability to work as part of a team and to adopt a flexible approach to work.	Essential	
In depth experience of working in a Revenues environment	Desirable	

Education, training and work qualifications:	Essential / Desirable	Measured by
English and Maths GCSE grade C or above / Proven literacy and numeracy skills	Essential	A, T, I, P, D
Evidence of continuing CPD	Desirable	

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.

Day-to-day in the role:

Hours:	37	**Primary work base:**	One Angel Square
Job family band:	Regulatory & Technical Band 6	**Worker type:**	Part-flexible
Salary range:	£34,203 - £37,067	**Budget responsibility:**	None
People management responsibility:	None		

Working conditions & how we work:
This role has been identified as a part-flexible worker type, this means that you will be able to worker from other work locations and when not working from an office you will be working remotely for up to 3 days a week (including from home).

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		We are honest, fair, transparent and accountable. We can be trusted to do what Trust 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”

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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.

West Northamptonshire Council