

## Job description

### Details of the job

Post title:	Debt Recovery Officer
Salary grade:	Scale 4
Hours:	37
Location:	Shire Hall, Cambridge
Reports to:	Income and Debt Team Leader
Service area:	LGSS Transactions Service

### Overall purpose of the post

1. To provide an effective, customer focused support service to users of the LGSS Income and 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 LGSS Collections Strategy. Providing accurate information and support in response to customers enquires according to agreed procedures, practices and regulatory and legislative requirements.
3. To ensure an integrated approach to transactions for LGSS through assisting with the implementation of new technologies, methodologies and processes that meet the needs of clients, customers and client organisation.

### Principal responsibilities

1. Provide operational services within the Income and Debt Recovery team for LGSS. Responsible for ensuring that efficient, accurate and timely end-to-end processes are adhered to.
2. Respond to and resolve service requests and queries ensuring operational service priorities are met through ownership, adhering to agreed service standards and according to operational procedures.
3. Responsible for investigating and resolving customer queries, suggestions and compliments, escalating any complaints in accordance with the relevant 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. Support system implementations including conducting system testing and delivering training to staff on new system processes.
6. Work as part a team supporting your colleagues, mentoring Apprentices and Trainees to a high standard.
7. Work collaboratively on projects that support developments and improvements for the Transactions Service in a professional and positive way.
8. Manage own workload, processing high quality information / data accurately and in a timely manner.
9. 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.
10. Demonstrate awareness / understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.
11. Ensure that reasonable care is taken at all times 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.
12. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

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

Post Title:	Debt Recovery Officer
Grade:	Scale 4
Service Area:	LGSS Transactions Service

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
<b>Education and Qualifications</b>	<ul style="list-style-type: none"> <li>NVQ Level 2 or equivalent in Business &amp; Administration or Finance or significant experience gained in a similar or related service working</li> </ul>	
<b>Experience and Knowledge</b>	<ul style="list-style-type: none"> <li>Experience of transactional processing and knowledge / understanding of debt recovery processes</li> <li>Experience of working independently scheduling and prioritising own work to meet service requirements</li> <li>Proven customer service background with experience of conflict resolution, negotiation and diplomacy skills</li> <li>Experience of working in a customer focused role in a fast paced environment</li> <li>Excellent IT skills with good knowledge of office applications</li> <li>Ability to work with internal and external stakeholders to support the delivery of the Income and Debt Recovery service in line with the annual service plan</li> <li>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</li> <li>Ability to manage own personal workload and for the prioritisation of that workload.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of Oracle and / or Agresso ERP Systems</li> <li>Awareness of Social Care charging and financial assessment processes.</li> <li>Broad knowledge of relevant Legislation, Data Protection, Customer Care Guidance and Good Practice relating to debt recovery.</li> </ul>

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
<b>Ability and Skills</b>	<ul style="list-style-type: none"> <li>• Ability to understand and interpret national legislation and guidance and adhere to local policies and procedures</li> <li>• 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.</li> <li>• Excellent interpersonal skills; demonstrate understanding and be able to deal with vulnerable customers and service groups.</li> <li>• Ability to process data and financial information related to the Income and Debt Recovery service to support the production of management reports and information on service performance to meet service area requirements</li> <li>• Ability to motivate and mentor Apprentices to provide staff development.</li> </ul>	
<b>Equal Opportunities</b>	<ul style="list-style-type: none"> <li>• Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs</li> </ul>	

Under the Local Government and Housing Act 1989 this post is classified as a politically restricted or sensitive post. Holders of such posts are disqualified from seeking election to or being a member of the House of Commons, the European Parliament, or a local authority, other than a parish council.