

Job Description

Job description	
Details of the job	
Post title:	Debt Recovery Officer
Salary grade:	Scale 4
Hours:	37
Location:	New Shire Hall, Alconbury Weald
Reports to:	Debt Recovery Team Manager
Service area:	Finance and Resources

Overall purpose of the job

To provide an effective, customer focused support service to users of the Cambridgeshire County Council and Debt Recovery service, systems and processes. A point of contact for colleagues and service users for queries.

To provide an effective debt recovery service in order to maximise for customers and achieve resolution and payment of outstanding debt in accordance with the Cambridgeshire County Council Collections Strategy. Providing accurate information and support in response to customers enquires according to agreed procedures, practices and regulatory and legislative requirements.

To ensure an integrated approach to transactions for Cambridgeshire County Council through assisting with the implementation of new technologies, methodologies and processes that meet the needs of clients, customers and client organisation.

Main accountabilities

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1.	Provide operational services within the Debt Recovery team for Cambridgeshire County Council. 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.	Manage own workload, processing high quality information / data accurately and in a timely manner
5.	Work as part a team supporting your colleagues, mentoring New starters to a high standard.

6.	Work closely with business partners, customers and their representative groups, keeping them informed of the direction of travel for the Debt Recovery team and take on board issues which crossover Cambridgeshire County Council and the retained organisation.
7.	Work collaboratively on projects that support developments and improvements for the Transactions Service in a professional and positive way.
8.	Embed a culture of customer service excellence within operational teams through the design of customer focussed processes, the Our Conversation process and own behaviours.
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

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
NVQ Level 2 or equivalent in Business & Administration or Finance or significant experience gained in a similar or related service working		E

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

Identify	Describe	Essential/ Desirable
Knowledge		
Debt Processes	Experience of transactional processing and knowledge / understanding of debt recovery processes	E
ERP Systems	Knowledge and understanding and how to maximise the system capabilities	D
Adult Social Care	Understanding needs and communication techniques for vulnerable people	D
Skills		
Business requirements	Ability to understand and interpret national legislation and guidance and adhere to local policies and procedures	E
Communication skills	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.	E
Interpersonal skills	Excellent interpersonal skills; demonstrate understanding and be able to deal with vulnerable customers and service groups	E
Planning & Prioritising	Ability to process data and financial information related to the and Debt Recovery service to support the production of management reports and information on service performance to meet service area requirements	E
Working Relationships	The ability to build successful working relationships	E
Creativity and initiative in problem solving		E

Disclosure level

What disclosure level is required for this post?

None**Work type**

What work type does this role fit into?

Hybrid