

## Job description

### Details of the job

<b>Post title:</b>	<b>Debt Recovery Officer</b>
<b>Salary grade:</b>	<b>Scale 4</b>
<b>Hours:</b>	<b>37</b>
<b>Location:</b>	<b>Shire Hall, Cambridge</b>
<b>Reports to:</b>	<b>Debt Recovery Team Manager</b>
<b>Service area:</b>	<b>Corporate Directorate</b>

### Overall purpose of the post

1. To provide an effective, customer focused support service to users of the 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 to maximise income for customers and achieve resolution and payment of outstanding debt in accordance with the 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 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 Debt Recovery team. 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 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.

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.

<b>PERSON SPECIFICATION</b>		
<b>Post Title:</b>	<b>Debt Recovery Officer</b>	
<b>Grade:</b>	<b>Scale 4</b>	
<b>Service Area:</b>	<b>Corporate Directorate</b>	
<b>ATTRIBUTES</b>	<b>ESSENTIAL CRITERIA</b>	<b>DESIRABLE CRITERIA</b>
<b>Education and Qualifications</b>	NVQ Level 2 or equivalent in Business & Administration or Finance or significant experience gained in a similar or related service working	
<b>Experience and Knowledge</b>	<p>Experience of transactional processing and knowledge / understanding of debt recovery processes</p> <p>Experience of working independently scheduling and prioritising own work to meet service requirements</p> <p>Proven customer service background with experience of conflict resolution, negotiation, and diplomacy skills</p> <p>Experience of working in a customer focused role in a fast-paced environment</p> <p>Excellent IT skills with good knowledge of office applications</p> <p>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</p>	<p>Knowledge of Agresso ERP Systems</p> <p>Awareness of Social Care charging and financial assessment processes.</p> <p>Broad knowledge of relevant Legislation, Data Protection, Customer Care Guidance and Good Practice relating to debt recovery.</p>

	<p>Ability to communicate effectively both verbally and in writing to achieve desired outcomes and be able to influence and negotiate when advising and supporting customers/users</p> <p>Ability to manage own personal workload and for the prioritisation of that workload.</p>	
<p><b>Ability and Skills</b></p>	<p>Ability to understand and interpret national legislation and guidance and adhere to local policies and procedures</p> <p>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.</p> <p>Excellent interpersonal skills; demonstrate understanding and be able to deal with vulnerable customers and service groups.</p> <p>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</p>	

	Ability to motivate and mentor Apprentices to provide staff development.	
<b>Equal Opportunities</b>	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	

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.