



Working on behalf of



Job Title

Grade: Principal Enforcement Collection Officer

Grade: PO3 JE Ref 5000

Location – Newham or Havering. The post holder must be flexible and work across sites in both councils.

Accountable to:	1. The post holder reports to the Revenues Manager.
Accountable for:	<p>Planning, and Monitoring the daily schedule of work, allocated to the office based recovery team.</p> <p>The post holder has line management responsibility for 4 members of staff and is required to provide training and supervision.</p> <p>The post holder may be required to work evenings, weekends and occasional public holidays, in order to meet service requirements.</p>
Job Purpose:	<p>1.To assist with leading the Bailiff operation in the recovery of Council Tax, Business Rates, Parking Charge Notices, Commercial Rent and Sundry Debts, by bailiffs levying distress.</p> <p>2. To monitor the performance of the Enforcement Collection team to ensure collection targets and income levels are maximised.</p> <p>3. To identify delinquent accounts and manage the delivery of outbound messaging to non payers through voicemails, text messaging and emails.</p> <p>4. To identify delinquent accounts for outbound telephone calling.</p> <p>5. To have professional competence in all aspects of internal</p>

	<p>and external customer enquiries and to ensure that all customers receive a courteous, approachable, helpful and professional service.</p> <p>6. To work as part of a team dealing with the collection of varied Revenue Income streams</p>
Specific Responsibilities	<ol style="list-style-type: none"> 1. To manage the resources of the Enforcement Collection Team in an efficient and effective manner. 2. To provide statistical information on the operational performance of the team Enforcement Collection Team to ensure service objectives are achieved. 3. To ensure the accuracy of the Enforcement database is maintained. 4. To deal with all internal and external customers enquiries in a courteous, approachable, helpful and professional manner 5. To deal with customer enquiries in person within specified timescales 6. To keep abreast of all developments relating to collection techniques and latest technology and implement where feasible. 7 To deal with complex complaints and enquiries from MP's, Councillors, Ombudsman and member of the public. 8.. To ensure that all seizure notices are kept in a secure place and available on request to justify fees applied. 9.. To comply with all audit requests for information. 10. To provide information, support and advice to stakeholders and other services in order to meet the Council's overall standards in service delivery and customer care 11. To assist with identify training needs, and deliver training to services and other Councils. 12. To attend meetings and assist with presentations to promote the in-house bailiff service externally. 13. To keep the Revenues Manager informed of all matters concerning the post holder's workload on a regular basis.

	<p>14. To consistently meet performance targets and standards.</p> <p>15. To maintain performance statistics</p> <p>16 To prepare procedures and documentation in accordance with quality standards</p> <p>17.. To ensure maintenance of the Enforcement software and hardware.</p> <p>18. To liaise with external suppliers and outside agents to ensure operation within the service requirements.</p> <p>19. To ensure that debts are collected in accordance with the legislation, procedures, codes of practice and General Data Protection Rules.</p> <p>20. To amend and update existing accounts with relevant amendments in accordance with procedures</p> <p>21. To obtain relevant information, make payment arrangements with customers and process methods of payment changes.</p> <p>22. To have a wide knowledge of legislation affecting distress, including Commercial Rents recovery, legislation relating to Council Tax and Business Rates, County Court remedies relating to Sundry debts, Parking Contravention Notices, Housing Benefit overpayments and Rents, insolvency legislation and the rights of bailiffs in debt recovery.</p> <p>23. To have a knowledge of tracing systems and procedures and to utilise them responsibly.</p> <p>24. To coordinate actions to collect where a range of debts are owed by an individual.</p> <p>25. To organise, manage and attend debt surgeries offering payment arrangements to debtors.</p> <p>26. To promote debt advice with CAB's and other debt charities.</p> <p>.</p> <p>27. Such other duties within the competence of the post holder, which may be required from time to time.</p> <p>.</p>
<p>oneSource Corporate Critical Success Factors</p>	<ul style="list-style-type: none"> • Provision of and delivery of quality services – ensuring a high level of service that is reflective of all customer needs and value for money • Anticipates different customer needs – delivering a customer focused shared service which is a cultural 'fit', is flexible and proactive in approach • Delivers a resilient business, which continuously improves

	<p>and innovates with healthy revenue streams</p> <ul style="list-style-type: none"> • Operates an ethos of joint working and operates across the board regardless of location • Delivers capacity and capability to operate business as usual with the capacity and capability to innovate and project manage to support this • Delivers a flexible and scalable platform to innovate, enhance market knowledge and continuously improve • Invests in people and skills to deliver a sustainable business • Provides a transactional service that is multi-channelled, face to face, local and nationwide
General	<ul style="list-style-type: none"> • OneSource is committed to and champions equality and diversity in all aspects of employment and service provision. All employees are expected to understand and promote this approach in their work. • Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately • Deal with any Safeguarding issues that might arise, in line with the Council's policies and procedures. • Comply with Health and Safety Regulations associated with your employment. • Be aware of the council's responsibilities under the Data Protection Act 1984 for the security, accuracy and relevance of all personal data held on such systems and ensure that all processes comply with this. • To treat all information acquired through your employment, both formally and informally, in strict confidence.

Newham - Person Specification
(Not applicable to Havering posts)

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

	Criteria	Method of assessment
<p>Able to demonstrate and evidence a highly developed Competence in:</p>	<ul style="list-style-type: none"> ➤ Ability to use a computerised debt collection system and software applications within a Windows environment ➤ Able to communicate issues verbally and in writing ➤ Ability to represent the Council when dealing with members of the public ➤ Ability to deal with difficult and challenging people. ➤ Ability to prioritise work and to meet set deadlines ➤ Ability to work on own initiative and decide the action necessary to complete allocated work ➤ Ability to attend Court Hearings or similar practices ➤ Ability to liaise with staff of all departments, customer representatives or external organisations ➤ A commitment to customer care and quality issues ➤ Be able to demonstrate good numerical and literacy skills, basic administration. ➤ Ability to work to targets (minimum number of calls) 	<ul style="list-style-type: none"> ➤ Application form, interview ➤ Application form, interview, test ➤ Application form, interview ➤ Application form, interview ➤ Application form, interview, test ➤ Application form, interview, test ➤ Application form, interview ➤ Application form, interview ➤ Application form, interview ➤ Application form, interview, test

