

Job Title	Revenues Enforcement Agents
Grade	Newham Scale 6
Location	Working Across London and the Home Counties

Accountable to	Principal Enforcement Agent
Line management responsibility for	N/a
Job Purpose:	<ol style="list-style-type: none"> 1. To visit defaulters at the addresses stated on Liability Orders (Including warrants) to obtain payment, execute warrants, make enquiries to trace the whereabouts of absconders or seize goods to the value of the warrant for sale at auction. 2. To have professional competence in all aspects of internal and external customer enquiries and to ensure that all customers receive a courteous, approachable, helpful and professional service. 3. To work as part of a team dealing with the collection of varied Revenue Income streams. 4. The post holder is required to wear a uniform. 5. The post holder may be required to work weekends. 6. The post holder is required to work within the proximity of the M25 7. To work within a target driven team to achieve the aims of the Service in maximising revenue income. 8. The post holder is required to hold a valid Bailiff Certificate. 9. The post holder is required to hold a valid UK Driving Licence.

Specific
Responsibilities

1. To deal with all internal and external customers enquiries in a courteous, approachable, helpful and professional manner.
2. To deal with customer enquiries in person within specified timescales
3. To visit residential and commercial addresses to execute warrants and Liability Orders to seize goods to the value of the warrant / Liability Order, whilst adhering to the Councils policies and procedures.
4. To immobilise vehicles in respect of Road Traffic warrants in accordance with the Tribunals Courts and Enforcement Act 2007.
5. To account for monies received and control the use of a manual receipt book and other documents, in accordance with the Council's policies and procedures.
6. To return Warrants and Liability Orders where enforcement action is not possible in a timely manner.
7. To ensure that all seizure notices are kept in a secure place and available on request to justify fees applied.
8. To enter reports via appropriate devices / databases in accordance with the Councils processes and procedures.
9. To comply with all audit requests for information.
10. To provide and maintain detailed incident reports.
11. Maintain any vehicle provided by the Council and used to carry out the role to the standards required.
12. 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
13. To be able to differentiate between those avoiding payment and those who may need a more sympathetic approach, with knowledge of welfare rights benefits to enable maximisation of benefit take up.
14. To identify training needs, assist in preparation and delivery of training and to undertake training as required
15. To ensure cash collection is maximised.
16. To keep the Senior Revenues Enforcement Agent informed of all matters concerning the post holder's workload on a regular basis.
17. To consistently meet performance targets and standards.
18. To maintain performance statistics.

	<p>19. To prepare procedures and documentation in accordance with quality standards.</p> <p>20. To ensure maintenance of the revenue software and hardware.</p> <p>21. To liaise with external suppliers and outside agents to ensure operation within the service requirements.</p> <p>22. To ensure that debts are collected in accordance with the legislation, procedures, codes of practice and Data Protection Act.</p> <p>23. To amend and update existing accounts with relevant amendments in accordance with procedures</p> <p>24. To obtain relevant information, make payment arrangements with customers and process methods of payment changes.</p> <p>25. 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>26. Interview customers and make arrangements for payment.</p> <p>27. To have a knowledge of tracing systems and procedures and to utilise them responsibly.</p> <p>37. To coordinate actions to collect where a range of debts are owed by an individual</p> <p>38. To ensure that Health & Safety procedures are adhered to.</p> <p>39. Such other duties within the competence of the Post holder, which may be required from time to time.</p> <p>Undertake duties of the post with minimal supervision</p>
<p>General</p>	<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

	<p>1984 for the security, accuracy and relevance of all personal data held on such systems and ensure that all processes comply with this.</p> <ul style="list-style-type: none"> To treat all information acquired through your employment, both formally and informally, in strict confidence.
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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
Able to demonstrate and evidence a highly developed Competence in:	<ul style="list-style-type: none"> ➤ A good working knowledge of various bailiff Collection legislation. ➤ Working knowledge of various debts that Local Authorities raise. ➤ Working knowledge of levy and removal process. ➤ Working knowledge of One the One Step Solution ➤ Bailiff Certificate ➤ Level 2 Taking Control Of Goods Certificate ➤ A full valid driving licence 	
Able to demonstrate and evidence Knowledge and experience in	<ul style="list-style-type: none"> ➤ A good working knowledge of various bailiff Collection legislation. ➤ Working knowledge of various debts that Local Authorities raise. ➤ Working knowledge of levy and removal process. ➤ Working knowledge of One the One Step Solution 	
Behaviours and personal qualities	<ul style="list-style-type: none"> ➤ Ability to use a computerised debt collection system and software applications within a Windows environment 	

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| | <ul style="list-style-type: none">➤ 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)➤ Possess a high level of self-motivation and able to work unsociable hours (between 6am –and 9 pm) | |
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Havering Competencies (Not applicable to Newham posts)

Competency Profile

Competencies are a set of descriptions of personal behaviours required by people in their workplace. The 7 competencies describe essential behaviours that everyone is expected to display and observe.

The 7 competencies each have 4 levels that reflect the different levels that employees would be expected to work to.

It is expected that there will be 4 competencies assigned that the employee is expected to demonstrate (for Senior posts it is likely there will be 5 or 6 competencies). One of the competencies expected to be included will be Respecting Others.

Select from the [Competency Framework](#) the required competencies and associated levels (A-D) based on the role needs (level A will generally reflect an employee working in a support role, level D generally reflects those working at a very strategic level).

Complete the table below with the competencies and levels selected. Include the descriptive for the selected level (cut and paste).

Competency	Level	Criteria to be Evidenced (Description)
Achieving Results and Success		<ul style="list-style-type: none"> • • • •
Communicating Openly and Effectively		<ul style="list-style-type: none"> • • • •
Delivering Excellent Customer Service		<ul style="list-style-type: none"> • • •
Empowering Leadership		<ul style="list-style-type: none"> • • •
Managing Personal and Organisational Change		<ul style="list-style-type: none"> • • • •

Planning and Implementing		<ul style="list-style-type: none">••••
Respecting Others		<ul style="list-style-type: none">••••