

# Job Description



<b>Job Title:</b> Debt Recovery Officer	<b>Service Area:</b> Parking Service	
<b>Directorate:</b> Environment and Sustainable Transport	<b>Post Number:</b> FROM TRENT	<b>Evaluation Number:</b> FROM HRMI SYSTEM
<b>Grade:</b> SO1	<b>Date last updated:</b> June 2020	

## **EQUALITY AND DIVERSITY**

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

## **PROTECTING OUR STAFF AND SERVICES**

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.

## **Overall Purpose of Job**

To utilise extensive knowledge of the Parking Service, debt recovery and fraud procedures in order to provide an advisory support and case handling function which seeks to protect the council's revenue in a fair and reasonable manner.

To investigate and prosecute in partnership all aspects of fraud in relation to Parking Services including but not limited to Blue Disabled badge, Parking Permits and Penalty Charge Notices.

To efficiently process debt recovery enquiries, fraud enquiries, and other penalty charge notice enquiries as well as related appeals, complaints and service requests from the customer enquiries and debt recovery, communicating effectively with all relevant parties.

To prepare to a high standard all necessary paperwork in accordance with the terms of relevant legislation and to represent the Council in Magistrates' and County Courts as an advocate in pursuit of parking related fraud and debt recovery prosecutions.

## **Job Context**

The post holder reports to the Debt Recovery Team Leader.

1. The post holder has no line management responsibility.
2. The post holder has no budget responsibility.

3. The post holder will be required to work some evenings, weekends and occasional public holidays in order to meet service requirements and in order to ensure appropriate representation of the Council with residents, the Mayor and elected members, and external bodies.
4. The post holder will be required to wear a uniform and to ensure that all staff adhere to this dress code.

### **Key Tasks and Accountabilities:**

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

To undertake all responsibilities listed below:

1. To ensure that income owed to the council is recovered in a timely manner from all aspects of prosecution work and subsequent costs awarded.
2. Handle complex enquiries, complaints and service requests relating to blue badge fraud matters, debt recovery, penalty charge notice appeals, complaints, enquiries and service requests, ensuring these are logged, resolve or escalate these as required to create a consistent audit trail.
3. Prepare cases of potential fraud or abuse as required, process court registrations, warrants and related enquiries, representing the council at court as required.
4. Process statutory declarations / fraud cases including compiling evidence and creating witness statements for appeal hearing cases, presenting cases at appeal and Court hearings, and dealing with related enquiries, representations and complaints.
5. Organise and deliver training on policy or legislation change to members of the wider customer service and debt recovery team.
6. Collate and report management information, including identifying causes of complaints and action necessary to prevent recurrence and improve customer care.
7. To interview under caution potential defendants as and where necessary issuing all relevant legal documents and cautions as the law requires.
8. To carry out site visits and external surveillance of suspected fraud cases at locations across the borough, in accordance with RIPA and DPA as necessary. Compiling evidence that is of a high standard to be shared across the team on a regular basis.
9. To be comfortable communicating in a wide variety of ways with many different council officers at all levels, for example team members, managers to identify fraud and debt recovery cases that should be prosecuted further.
10. To communicate with external organisations for example bailiff contractors, debt recovery specialists and parking related contractors.
11. To work in partnership with external bodies such as London Councils and the courts to deliver robust process for fraud prosecutions and the parking service.
12. To work closely with legal services to deliver robust process for fraud prosecutions and the parking service.

13. To provide guidance and support to the customer support team and will be expected to have a working knowledge of relevant legislation, and keep abreast of any changes or alterations to policy, escalating as appropriate.
14. To liaise with Magistrates' and County Courts as appropriate to ensure suitable and sufficient time is available to progress parking-related cases.
15. To have some direct customer interaction, either face-to-face, over the phone or via email or post. Providing excellent customer service is at the heart of this post and the post holder will be expected to deliver a very high standard of customer care.

# Personal Specification

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## IMPORTANT INFORMATION FOR APPLICANTS

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><b>EQUALITY AND DIVERSITY</b> We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.</p> <p><b>PROTECTING OUR STAFF AND SERVICES</b> 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.</p>	
<p><b>KNOWLEDGE:</b></p> <p>Understanding of relevant legislation and controlled parking policies and processes relevant to debt recovery, blue badges and fraud prevention</p> <p>Comprehensive knowledge of policy and process relevant to complaints and enquiries, including government ombudsman procedures</p> <p>Awareness of the financial and social effects of relevant processes and the wider implications of debt and fraud prevention</p> <p>Knowledge of bailiff processes and understanding of the magistrates' and</p>	<p>Application Form / Interview</p> <p>Application Form / Interview</p> <p>Application Form / Interview</p> <p>Application Form / Interview</p>

<p>county court system and how it works in practice</p> <p>Comprehensive knowledge of the requirements under Regulations of Investigatory Powers Act, 2000 (RIPA)</p> <p>Comprehensive understanding of the policy, procedural and revenue implications of technical developments in the parking service, and assist in the formulation and presentation of recommendations to change existing systems, equipment and procedures</p>	<p>Application Form / Interview</p> <p>Application Form / Interview</p> <p>Application Form / Interview</p>
<p><b>EXPERIENCE:</b></p> <p>Worked in an environment that has required representation of organisation in a court based setting</p> <p>Experience of debt recovery</p>	<p>Application Form / Interview</p> <p>Application Form / Interview</p>
<p><b>SKILLS AND ABILITIES:</b></p> <p>Ability to gather evidence and detailed compilation and retention of evidence for presentation</p> <p>Ability to drive improvements in debt collection and fraud reduction</p>	<p>Application Form / Interview</p> <p>Application Form / Interview</p>
<p><b>PERSONAL STYLE AND BEHAVIOUR:</b></p> <p>Ability to;</p> <ul style="list-style-type: none"> <li>• Act with integrity</li> <li>• Communicate openly and transparently</li> <li>• Take responsibility if things go</li> <li>• Treat people fairly and consistently</li> <li>• Include everyone in our diverse community</li> <li>• Stand up to injustice and discrimination</li> <li>• Work hard to make Newham better for everyone</li> <li>• Think creatively to find new solutions</li> <li>• Committed to learning and improving</li> <li>• Treat people with courtesy and compassion</li> <li>• Welcome other people's ideas and perspectives</li> <li>• Consider how our behaviour impacts on</li> <li>• Have a one council, one team, approach</li> <li>• Collaborate and coproduce to achieve results</li> <li>• Trust, appreciate, and constructively challenge each other</li> </ul>	<p>Application Form/Interview</p>
<p><b>OTHER SPECIAL REQUIREMENTS:</b></p> <p>Willingness and ability to work occasional evenings and weekends to maintain service delivery.</p> <p>Some of the duties undertaken by this post will require the post holder to have a full current driving licence, and be willing to drive a Council vehicle after completing a Council driving test.</p> <p>This post is subject to a standard DBS check.</p>	<p>Application Form/Interview</p> <p>Application Form/Interview/Te st</p> <p>Satisfactory clearance at</p>

This post is exempt from The Rehabilitation of Offenders Act (1974).

conditional offer  
stage

Application Form