



Working on behalf of



### **Debt Resolution Officer**

#### **Grade: Scale 5**

Accountable to:	The post holder reports to the Principal Enforcement Collections Officer.
Accountable for:	<p>To serve the customers of OneSource by collecting outstanding arrears of Council Tax, Road Traffic, Business Rates, Commercial Rent and Sundry Debts owed as necessary.</p> <p>To account for and maximise recovery of debts and carry out all associated tasks.</p> <p>To work within a target driven team to achieve the aims of the Service in maximising revenue income.</p>
Job Purpose:	<ol style="list-style-type: none"> <li>1. The post holder reports to the Principal Enforcement Collections Officer.</li> <li>2. The post holder will be expected to work across any of the service points within the service.</li> <li>3. The post holder will work flexibly and work as an effective team member.</li> <li>4. The post holder may be required to work some evenings, weekends to meet service requirements.</li> </ol>
Specific Responsibilities	<ol style="list-style-type: none"> <li>1. To be responsible for continuous personal development by requesting support where and when necessary.</li> <li>2. To liaise with the staff of all departments, external organisations or customer representatives.</li> <li>3. To demonstrate a strong commitment to the promotion of equal opportunities.</li> <li>5. To maximise the collection of income through telephone</li> </ol>

	<p>collection and outbound calling.</p> <ol style="list-style-type: none"> <li>6. To deal with written and telephone enquires in a professional manor. and carry out all tasks associated with debt recovery over the telephone, and to <ul style="list-style-type: none"> <li>• Make timely contact with debtors</li> <li>• Negotiate payment arrangements within agreed guidelines</li> </ul> </li> <li>7. To use effective communications, liaison and working relationships across the team.</li> <li>8. To utilise all available information technology applications and other systems to maximise collection of outstanding debts.</li> <li>9. To uphold all of the Council's policies and procedures.</li> <li>10. To adhere to all appropriate standards, procedures and quality management systems.</li> <li>11. To operate within the agreed performance review systems to deliver a professional service and protect customer confidentiality.</li> <li>12. To maintain knowledge of bailiff recovery legislation and associated regulations .</li> <li>13. To use the most efficient/effective means possible to communicate to customers and others.</li> <li>14. To record relevant data to assess service capability and performance.</li> <li>15. To deal with all aspects of administration in order to support the Enforcement Service.</li> <li>16. To comply with the Council's policies on Health &amp; Safety.</li> <li>17. To uphold and ensure compliance with the Council's policies and procedures across the service, including customer complaints and Information Governance (including the Data Protection Act, the Freedom of Information Act, Caldicott and related security and confidentiality policies and procedures) and to meet the Council's statutory responsibilities.</li> </ol>
oneSource Corporate Critical Success Factors	<ul style="list-style-type: none"> <li>• Provision of and delivery of quality services – ensuring a high level of service that is reflective of all customer needs and value for money</li> </ul>

	<ul style="list-style-type: none"> <li>• Anticipates different customer needs – delivering a customer focused shared service which is a cultural ‘fit’, is flexible and proactive in approach</li> <li>• Delivers a resilient business, which continuously improves and innovates with healthy revenue streams</li> <li>• Operates an ethos of joint working and operates across the board regardless of location</li> <li>• Delivers capacity and capability to operate business as usual with the capacity and capability to innovate and project manage to support this</li> <li>• Delivers a flexible and scalable platform to innovate, enhance market knowledge and continuously improve</li> <li>• Invests in people and skills to deliver a sustainable business</li> <li>• Provides a transactional service that is multi-channelled, face to face, local and nationwide</li> </ul>
General	<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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</li> <li>• Deal with any Safeguarding issues that might arise, in line with the Council’s policies and procedures.</li> <li>• Comply with Health and Safety Regulations associated with your employment.</li> <li>• 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.</li> <li>• To treat all information acquired through your employment, both formally and informally, in strict confidence.</li> </ul>

**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.

Competency	Level	Criteria to be Evidenced (Description)
<b>KNOWLEDGE:</b> <ul style="list-style-type: none"> <li>➤ A good working knowledge of various bailiff Collection legislation.</li> <li>➤ Working knowledge of various debts that Local Authorities raise.</li> <li>➤ Working knowledge of levy and removal process.</li> <li>➤ Working knowledge of One the One Step Solution</li> </ul>		<ul style="list-style-type: none"> <li>Application form, interview, test</li> <li>➤</li> <li>➤ Application form, interview, test</li> <li>➤ Application form, interview, test</li> <li>➤ Application form, interview, test</li> <li>➤ Application form, interview, test</li> </ul>
<b>QUALIFICATIONS:</b> <ul style="list-style-type: none"> <li>➤ None required.</li> </ul>		<ul style="list-style-type: none"> <li>•</li> <li>•</li> <li>•</li> <li>•</li> </ul>
<b>EXPERIENCE:</b>		<ul style="list-style-type: none"> <li>• Application form, interview</li> <li>• Application form, interview</li> </ul>
<b>SKILLS AND ABILITIES:</b> <ul style="list-style-type: none"> <li>➤ Ability to use a computerised debt</li> </ul>		<ul style="list-style-type: none"> <li>➤ Application form, interview</li> </ul>

<p>collection system and software applications within a Windows environment</p> <ul style="list-style-type: none"> <li>➤ Able to communicate issues verbally and in writing</li> <li>➤ Ability to represent the Council when dealing with members of the public</li> <li>➤ Ability to deal with difficult and challenging people.</li> <li>➤ Ability to prioritise work and to meet set deadlines</li> <li>➤ Ability to work on own initiative and decide the action necessary to complete allocated work</li> <li>➤ Ability to attend Court Hearings or similar practices</li> <li>➤ Ability to liaise with staff of all departments, customer representatives or external organisations</li> <li>➤ A commitment to customer care and quality issues</li> <li>➤ Be able to demonstrate good numerical and literacy skills, basic administration.</li> <li>➤ Ability to work to targets (minimum number of calls)</li> </ul>		<ul style="list-style-type: none"> <li>➤ Application form, interview, test</li> <li>➤ Application form, interview</li> <li>➤ Application form, interview</li> <li>➤ Application form, interview, test</li> <li>➤ Application form, interview, test</li> <li>➤ Application form, interview</li> <li>➤ Application form, interview</li> <li>➤ Application form, interview</li> <li>➤ Application form, interview</li> </ul>
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➤ Possess a high level of self-motivation and able to work unsociable hours (between 6am –and 9 pm)		
<b>PERSONAL STYLE AND BEHAVIOUR:</b> <ul style="list-style-type: none"> <li>➤ An appreciation of the need to respect the feelings of both staff and public</li> <li>➤ Knows when to draw matters to the attention of management but always seek to provide solutions to problems and prepared to make decisions</li> <li>➤ Responds promptly and positively to customer requirements in a helpful and courteous manner</li> <li>➤ Monitors outcomes and learns from experience</li> <li>➤ Demonstrates high standards of integrity, honesty and fairness</li> <li>➤ Sensitive to the needs of others, while recognising the need to maintain service standards</li> <li>➤ Actively committed to equality in service provision and employment</li> <li>➤ Resilient and adaptable</li> </ul>		<ul style="list-style-type: none"> <li>➤ Interview</li>   <li>➤ Interview</li>         <li>➤ Application form, interview</li>       <li>➤ Application form, interview</li>   <li>➤ Application form, interview</li>   <li>➤ Application form, interview</li>   <li>➤ Application form, interview</li>   <li>➤ Application form, interview</li> </ul>

<b>OTHER SPECIAL REQUIREMENTS:</b>		
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The applicant /post holder must have a professional and effective telephone manner when dealing with customers.		
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