

## Job Description

<b>Job Title:</b>	Debt Recovery Manager
<b>Team/Service:</b>	Debt / Customer Services
<b>Business Unit:</b>	Customer Services
Commissioning Area	Community and Customer Services
<b>Responsible To: (<i>day to day issues</i>)</b>	Head Of Customer Services
<b>Accountable To: (<i>line manager</i>)</b>	Head Of Customer Services
<b>Salary Grade: (<i>Spinal column points only</i>)</b>	Scp 32 to 35
<b>JE Ref:</b>	JOT143

### 1. Key Purpose of Job

- 1.1. To ensure a proportionate, consistent and transparent approach to recovery action across multiple debt functions.
- 1.2. To develop, implement and manage a council-wide approach towards sharing debtor information across collection teams and multiple debt types owed to the council.
- 1.3. To monitor, improve and report the income collected by the council and levels of debt arrears.
- 1.4. To develop and manage a write off strategy across all debt types.
- 1.5. Develop, monitor, implement and evaluate IT systems and processes for the efficient and effective billing and recovery of debt including Council Tax, Business Rates, Benefit Overpayments & Parking.
- 1.6. Responsible for the management and monitoring of internal and external service level agreements.
- 1.7. To undertake and manage high level recovery action such as charging orders, committals, bankruptcy and winding up orders.

### 2. Anticipated Outcomes of Post

- 2.1. A consistent corporate and appropriate approach when collecting monies owed to the Council in line with Council policy and legislation.
- 2.2. Reduced outstanding debt and increased income.
- 2.3. Uncollectable debt is monitored and managed effectively.
- 2.4. Appropriate debt management procedures, including using robust performance management of Enforcement Agents.
- 2.5. Effective working relationships with the third sector, Enforcement Agents and solicitors.
- 2.6. All policies and procedures relating to the collection of debt are maintained.

- 2.7. Vulnerable customers are identified and receive signposting to appropriate advice and support.
- 2.8. Robust debt management principals are in place with reporting procedures and senior managers informed of all outstanding debt owed to the council.

### **3. List Key Duties and accountabilities of the post**

- 3.1. Management responsibility for collection of Council debt including Council Tax, Business Rates, Housing Benefit Overpayments and Parking and strong relationships with the Finance Systems Team.
- 3.2. Maximising the collection of Council debt including- Council Tax, Business Rates, Housing Benefit Overpayments and Parking and to improve collection and recovery performance through the implementation of initiatives and performance management.
- 3.3. Outstanding debt is managed in accordance with council debt collection policies, procedures and the Financial Regulations.
- 3.4. Monitoring collection targets for multiple debt streams and provide a quarterly highlight report to S151 detailing high value uncollectable debts.
- 3.5. Coordinate preparation of periodic reports and undertake analysis of debt and performance, both internal and external.
- 3.6. Highlight any reductions in collection, external factors such as legislative changes influenced by individuals or companies to pay monies owed to the council and recommend solutions.
- 3.7. Management of contracts and agreements with external contractors including Enforcement Agents.
- 3.8. Prepare complex documents and attendance for court proceedings, Magistrates Court County Court and High Court.
- 3.9. Maintain an on-going in-depth knowledge and understanding of relevant debt recovery legislation across multiple debt streams in order to deliver an effective and efficient service.
- 3.10. To respond to any formal complaints or Freedom of Information requests arising from collection debt.
- 3.11. Recruit, manage, motivate and develop employees within the service area, ensuring their health, safety and well-being at work, in order to ensure all aspects of service delivery are provided to the highest possible standard.
- 3.12. Manage operations in line with Torbay Council's Financial Regulations.

### **4. Budgetary / Financial Responsibilities of the post**

- 4.1. Collection and management of outstanding debt.
- 4.2. Reporting all debts to be considered for write off by senior officers.

**5. Supervision / Line Management Responsibilities of the post ( Please show / provide organisation structure as an appendices, showing official reporting lines)**

5.1. Supervision/management of Enforcement & Debt Officers

**6. Working Environment & Conditions of the post**

6.1. Normal

6.2. Attend local court hearing and regional meetings

**7. Physical Demands of the post**

7.1. Normal physical effort

**8. Specific Resources used by the post**

8.1. PC

8.2. Telephone

**9. Key Contacts and Relationships**

9.1. External - Customers , Enforcement Agents and account managers, Citizens Advice and other debt advice providers. Court staff, magistrates/judges, solicitors and legal advisors. Other local authorities.

9.2. **Internal** - All officers in the council including senior managers, Elected Members,

**10. Other Duties**

To undertake additional duties as required, commensurate with the level of the job.

## Other Information

- a) All staff must commit to Equal Opportunities and Anti-Discriminatory Practice.
- b) The Council operates a Smoke-Free Policy and the post-holder is prohibited from smoking in any of the Council's buildings (including Council owned and Council leased buildings, but excluding designated areas in residential schemes), enclosed spaces within the curtilage of buildings, and Council vehicles. The Council does not permit smoking breaks within work time, however, in services where the flexi-scheme is in operation, employees may take reasonable break times outside of core hours, in accordance with flexi-time arrangements. Employees should follow the flexi-scheme procedure for agreeing time away from their duties in the normal manner with their immediate colleagues and line manager, with break start and finish times being recorded, as with any other break-time arrangement.
- c) The post-holder is expected to familiarise themselves with and adhere to all relevant Council Policies and Procedures.
- d) The post-holder must comply with the Council's Health and Safety requirements as outlined in the H&S policy appropriate to the role.
- e) This post is based at Town Hall but the post holder may be required to move their base to any other location within the Council at a future date.
- f) The post-holder must be committed to the Council's Core Values for employees – "Torbay Council employees are committed to being forward thinking, people orientated and adaptable - always with integrity". Evidence will be sought during the probation and appraisal processes.
- g) You will be asked to complete a Criminal Records Self Declaration Form. Criminal convictions will only be taken into account when they are relevant to the post. You will only be asked to disclose 'unspent' convictions
- h) Torbay Council is committed to safeguarding and promoting the welfare of children and applicants must be willing to undergo the checks appropriate to the post applied for.

### **Note for Candidate**

#### **All Candidates**

The supporting statement on your application form will be used to assess ability to meet the essential requirements of the role, so you should explain how you meet each of the numbered essential requirements within your supporting statement.

In a competitive situation, the desirable criteria may be taken into consideration, so you are encouraged to show how you also meet each of the desirable criteria.

#### **Candidates who consider that they have a disability**

Reasonable adjustments will be made to the job, job requirements or recruitment process for candidates with a disability.

If you consider yourself to have a disability you should indicate this on your application form, providing any information you would like us to take into account with regard to your disability in order to offer a fair selection interview.

Where ever possible and reasonable we will make adjustments and offer alternatives to help you through the application and selection process.

If you have indicated that you have a disability on your application form you will be guaranteed an interview if you clearly demonstrate in your supporting evidence how you broadly meet the essential requirements of the role.

## Person Specification

<b>Job Title:</b>	<b>Debt &amp; Income Manager</b>	<b>Business Unit:</b>	<b>Customer Services</b>	<b>Team/ Service:</b>	<b>Corporate Debt/Income</b>
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<b>Essential Skills and Effectiveness:</b>	<b>Desirable Skills and Effectiveness:</b>
<ol style="list-style-type: none"> <li>1. To be able to use effectively a range of modes of communication including verbal, email, telephone, formal and in formal reports and in presentations taking into account issues of confidentiality.</li> <li>2. To be able to communicate with clarity, tact and purpose in all relevant situations especially those of a sensitive and emotional nature.</li> <li>3. Ability to make complex decisions based on facts, multi-agency intelligence and legislative powers.</li> <li>4. Effective organisational ability, particularly self organisation, ability to see tasks through to a successful conclusion.</li> <li>5. Attention to detail and ability to maintain accurate records to the standards of Court work.</li> <li>6. Ability to establish positive relationships with partners, generating confidence and respect.</li> <li>7. Effective negotiation skills to establish partnerships and innovative joint working practices.</li> <li>8. Ability to contribute towards change and innovation</li> <li>9. Able to elicit relevant information and take the appropriate action.</li> <li>10. A democratic and inclusive style.</li> </ol>	<ol style="list-style-type: none"> <li>1. Ability to undertake an analytical assessment of data.</li> <li>2. Excellent computer skills including use of Database and Excel. Contract management.</li> <li>3. Change management</li> <li>4. Presentation skills</li> </ol>

<ul style="list-style-type: none"> <li>11. Confidence in using one's own authority effectively and appropriately.</li> <li>12. Initiative and commitment with a flexible approach to work.</li> <li>13. Efficient time management skills to be able to work to tight deadlines.</li> <li>14. Effective leadership and drive.</li> <li>15. Ability to think and act creatively to apply unique solutions to problem solving in this area of work based on experience and in-depth knowledge of this area of work.</li> <li>16. High standard of report writing.</li> <li>17. Ability to think and act strategically</li> <li>18. Ability to work on own initiative to achieve results, including strong evidence of decision making, taking responsibility, problem solving and delivering positive outcomes.</li> </ul>	
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<b>Essential Knowledge:</b>	<b>Desirable_Knowledge:</b>
<ul style="list-style-type: none"> <li>1. Demonstrable legislative knowledge of all Council debt streams.</li> <li>2. Demonstrable legislative knowledge of recovery processes across all debt types.</li> <li>3. Excellent knowledge of court processes for the recovery of debt.</li> <li>4. Effective use of Microsoft Office products</li> <li>5. Knowledge of welfare rights and benefits</li> </ul>	<ul style="list-style-type: none"> <li>1. Knowledge of advice provisions</li> <li>2. Traffic Management Act 2004</li> </ul>

<b>Essential Experience/Achievements:</b>	<b>Desirable Experience/Achievements:</b>
<ol style="list-style-type: none"> <li>1. Experience of working with external partners and managing and monitoring the contracts and service level agreements.</li> <li>2. Working with collection target driven environment.</li> <li>3. Experience of working in a multi-disciplined recovery arena and using different software to manage arrears.</li> <li>4. Experience of interpreting and implementing legislative changes.</li> <li>5. Experience of debt management</li> <li>6. Writing procedural and strategic documents on subject area.</li> <li>7. Experience of managing and leading a team</li> <li>8. Experience of robust performance management in line with tight budget management to inform operational delivery.</li> <li>9. Experience of delivering change.</li> </ol>	<ol style="list-style-type: none"> <li>1. Experience of the court system and processes</li> <li>2. Experience of the effective investigation and preparation of cases for prosecution in relation to Debt.</li> <li>3. Experience of representing the council at the magistrate's court.</li> <li>4. Experience of representing the council in the county court.</li> </ol>
<b>Essential Qualifications/Professional Memberships:</b>	<b>Desirable Qualifications/Professional Memberships:</b>
<ol style="list-style-type: none"> <li>1. ILM 3 management qualification or significant management work experience.</li> <li>2. Evidence of continued professional .development</li> <li>3. Educated to A level/degree or equivalent demonstrable experience of decision making at a senior level.</li> </ol>	<ol style="list-style-type: none"> <li>1. IRRV</li> <li>2. PRINCE 2 Project Management or equivalent.</li> </ol>
<p><b>Essential – Other requirements of the job role</b></p> <p>Ability to travel efficiently around the Bay/South West/UK in order to carry out duties</p>	



