Job Title: Debt Recovery/Enquiry Officer  
Grade: 6

GRADE xx

Our Vision

We have a clear vision for Staffordshire - an innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy

Our Outcomes

We want everyone in Staffordshire to:

* Have access to more good jobs and share the benefit of economic growth
* Live in thriving and sustainable communities
* Be healthier and more independent for longer

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

* Ambitious – We are ambitious for our communities and citizens
* Courageous – We recognise our challenges and are prepared to make   
  courageous decisions
* Empowering – We empower and support our people by giving them   
  the opportunity to do their jobs well.

About the Service

***The Accountancy Division****: provides a range of services to the county council with the aim of providing strategic financial advice, securing stewardship, supporting effective decision making and enabling effective financial management*

***Accounting Services:*** *is responsible to enable insight and stewardship through provision of complete and reliable financial information.*

Reporting Relationships

Responsible to: Accounts Receivable Team Leader

Key Accountabilities:

1. Where an issue had been identified recovering debts from an SCC customer carry out investigations and initiate contact to collect payment where possible.
2. Provide support to Legal Services in issuing summons and tracing customers and act as the liaison between Debt Recovery Officers and Legal Services
3. Liaise with Social Work Practitioners in conducting joint visits with Adult and Children’s Financial Service customers
4. Recovery of SCC ICT equipment from former employees
5. Provide and support debt recovery functions to SCC schools
6. Produce Enquiry Officer reports detailing the discussions and investigation outcomes with SCC Customers and update My Finance
7. Provide cover for Debt Recovery Officers during periods of absence
8. Undertake other duties appropriate to the role as directed

Professional Accountabilities:

The post holder is required to contribute to the achievement of the Council objectives through:

**Financial Management**

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

**People Management**

Engaging with People Management policies and processes

**Equalities**

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

**Climate Change**

Delivering energy conservation practices in line with the Council’s climate change strategy.

**Health and Safety**

Ensuring a work environment that protects people’s health and safety and that promotes welfare, and which is in accordance with the Council’s Health & Safety policy.

**Safeguarding**

Commitment to safeguarding and promoting the welfare of vulnerable groups.

The content of this Job Description and Person Specification will be reviewed on a regular basis.

**Person Specification**  A = Assessed at Application

I = Assessed at Interview

T = Assessed through Test

|  |  |  |
| --- | --- | --- |
| **Minimum Criteria for Disability Confident**  **Scheme\*** | **Criteria** | **Measured by** |
| **employer_small** | **Qualifications**  **•** AAT member, appropriate Level 3 qualification (or equivalent experience), or CCAB trainee. | A/I |
| **employer_small** | **Knowledge and Experience**  • Relevant experience working in a financial function  • Thorough understanding of Local Authority services and finances.  • Sound knowledge of debt recovery processes and procedures  • Experience of processing transactions in the authority’s systems.  • Experience of producing accurate financial statements, reconciliations and management information, ensuring adherence to financial regulations  • Experience of recovering debts from individuals in person  • Must be able to drive and have a car available for business use | A/I |
| **employer_small** | **Skills**  • Excellent numeracy and literacy skills.  • Able to work within clear frameworks of processes and procedures, adhering to financial regulations  • Demonstrate the ability to retrieve and manipulate financial information for the production of statistics and reports  • Excellent interpersonal and communication skills  • Able to work independently  • Able to show discretion when working with vulnerable customers  • Demonstrate effective use of spreadsheets and Office 365  • Personal commitment to the maintenance and development of high standards of service and customer care.  • Able to work in a pressurized environment | A/I |

This post is designated as a casual car user

**employer_small** If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job centre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, Braille, another language, on cassette or disc, please ask us by contacting **Liberata Employee Services Team on 01905 947446**

**Shared Services on 01905 947446**