

# Job Title: Debt Recovery Officer

## Grade: 6

### **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.** Provide full debt recovery service to SCC business units and for schools within the guidelines set in the SCC Credit Management Strategy.
- 2.** Provide specialist support and advice to schools and SCC business units
- 3.** Maintenance of customer and transactional income records within the council's financial systems
- 4.** Responding to all correspondence and enquiries from customers
- 5.** Referral of debt when appropriate to Legal Services following the Legal Referral Protocol
- 6.** Liaison with business managers in relation to write off approval for irrecoverable debt
- 7.** To monitor and advise on the level of the bad debt provision for responsible service areas
- 8.** Investigation of credit balances and initiation of refunds where these are identified as being due
- 9.** Undertaking the cash receipting roles of the Debt Recovery Officers (Cash Receipting) when required
- 10.** Undertake other duties appropriate to this 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

<b>Minimum Criteria for Disability Confident Scheme*</b>	<b>Criteria</b>	<b>Measured by</b>
	<b>Qualifications</b> <ul style="list-style-type: none"> <li>AAT member, appropriate Level 3 qualification (or equivalent experience), or CCAB trainee.</li> </ul>	A/I
	<b>Knowledge and Experience</b> <ul style="list-style-type: none"> <li>Experience of working in a financial function</li> <li>Thorough understanding of Local Authority services and finances.</li> <li>Sound knowledge of debt recovery processes and procedures</li> <li>Experience of processing transactions in the authority's systems.</li> <li>Experience of producing accurate financial statements, reconciliations and management information, ensuring adherence to financial regulations</li> <li>Experience of dealing with varied portfolios of debt and customer types</li> </ul>	A/I/T
	<b>Skills</b> <ul style="list-style-type: none"> <li>Excellent numeracy and literacy skills.</li> <li>Able to work within clear frameworks of processes and procedures, adhering to financial regulations</li> <li>Demonstrate the ability to retrieve and manipulate financial information for the production of statistics and reports</li> <li>Excellent interpersonal and communication skills</li> <li>Able to communicate with staff at all levels</li> <li>Able to identify and rectify basic errors in records or reports.</li> <li>Demonstrate effective use of spreadsheets and Office 365</li> <li>Able to work effectively in a team.</li> <li>Personal commitment to the maintenance and development of high standards of service and customer care.</li> </ul>	A/I/T

This post is designated as a casual car user



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 the  
**Talent and Resourcing Team on 01785 278300.**