Job Title: Senior Debt Recovery Officer  
Grade: 7

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, flourish and contribute to our ambitious plans. Our values are at the heart of 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 for enabling insight and stewardship through provision of complete and reliable financial information.*

Reporting Relationships

Responsible to: Accounts Receivable Team Leader

Responsible for: n/a

Key Accountabilities:

1. Provide specialist advice and management for SCC e-payments systems and collections, corporate collections via Direct Debits, management of bankruptcies and referred to drawer cheques.

2. Management and clearance of specific Income Clearing Accounts, provide support and cover for other clearing accounts within the team and maintenance of reconciliations.

3. Maintenance of customer and transaction records.

4. Transmission of daily e-payment collection files and reconciliation of e-receipts from all e-payments collection systems.

5. Responding to all correspondence and enquiries from internal and external customers relating to payments.

6. Achievement of Income Section performance targets; contribute towards sectional goals and developments of processes and policies.

7. Attendance at working groups / meetings appropriate to the role.

8. Represent the Accounts Receivable Team Leader or Income Manager or at meetings with representatives of other Directorates, partner organizations or customers.

9. Provide specialist support and advice to directorate Debt Recovery Teams, SCC Business Units and external customers (Entrust, Academies, Pension Fund) as set out within the SCC Credit Management Strategy

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

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| **Minimum Criteria for Disability Confident**  **Scheme\*** | **Criteria** | **Measured by** |
| **employer_small** | **Qualifications**   * GCSE (C or above) in 5 subjects including English and Maths or recognised equivalent. * Part qualified/qualified AAT or equivalent financial experience. | A/I  A/I |
| **employer_small** | **Knowledge and Experience**   * Substantial knowledge of Accounts Receivable, billing and cash receipting functions * Substantial experience of processing large volumes of financial transactions accurately and to deadlines. * Experience of producing financial reconciliations. * Demonstrate proficient use of spreadsheets and Office 365. * Demonstrate an understanding of the local authority financial environment. * Sound working knowledge of financial systems. * Ability to process journals with a sound understanding accounting principles. | A/I  A/I  A/I  A/I  A/I  A/I  A/I |
| **employer_small** | **Skills**   * Ability to work on own initiative. * Able to organize time effectively to meet deadlines. * Excellent communication skills both written and verbal. * Ability to manipulate data to produce reports and reconciliations. * Willingness to contribute to improvements and change. * Commitment to providing customers with high standards of service. * Attention to detail. * High levels of accuracy. * Flexible approach to work. * Adaptable under pressure. | A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I |

This post is designated as a casual/essential 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**