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| **Job Description and Person Specification** |  |
| **This authority has a responsibility for, and is committed to, safeguarding and promoting the welfare of children, young people and adults at risk, and requires all staff and volunteers to share this commitment.**  **Solihull Council is committed to equal opportunities and expects all staff and volunteers to recognise and value differences.** | |

**SECTION A: Role Profile**

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| **Post Title** | Income Enforcement Officer | **Post No** | **RE711** |
| **Directorate** | Resources | | |
| **Division** | Income & Awards | | |
| **Band and Salary** | Band D - £31,586 to £36,124 per annum  Incremental progression is subject to performance. | | |
| **Responsible to** | Recovery & Enforcement Team Leader | | |
| **Location** | Council House, Solihull/Blended Working | | |
| **DBS Check** | Basic Check | | |
| **Fluency Duty** | This post is covered by the Fluency Duty, as outlined in the Code of Practice on the English language requirements for public sector workers. | | |

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| **Role Purpose** |
| The Income Enforcement Officer deals with the effective recovery of debts outstanding to the authority including Council Tax, Non Domestic Rates, Business Improvement District (BID), Housing Benefit Overpayments and Sundry Debts. They take ownership of the debt from summons stage onwards (and the equivalent stage for sundry income and housing benefit overpayments) and take a holistic view of monies owed in order to maximise income to the Council.  The Income Enforcement Officer is responsible for organising, preparing and presenting cases at the Magistrates Court and County Court depending on the type of debt outstanding.  The Income Enforcement Officer recognises where customers may need additional support to pay their council bills and signposts to other teams and partner organisations as appropriate. |

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| **Role Responsibilities** |
| 1. Taking ownership of a case to ensure all available enforcement methods are considered and used appropriately in order to maximise collection of monies owed based on the age and value of debt. 2. Taking a pro-active approach to instigating and actioning enforcement action such as charging orders, insolvency/bankruptcy proceedings, winding up action, committal applications and high court action. 3. Taking a holistic view of monies owed when considering appropriate enforcement methods and when discussing/agreeing repayment arrangements. 4. Review customers income and expenditure to agree affordable repayment plans and advise on ways to maximise income. 5. Signpost customers to ensure they are aware of teams and organisations they can approach for debt and benefit advice. 6. Prepare and present cases at the Magistrates Court on behalf of Solihull Metropolitan Borough Council in relation to Council Tax, Non-Domestic Rates and the BID levy. 7. Prepare County Court cases on behalf of Solihull Metropolitan Borough Council in relation to Sundry Debts and Housing Benefit Overpayments and on limited occasions present the case at County Court. 8. Determine appropriate action at the relevant court in accordance with legislation, regulations and case law. 9. Ensure that all summonses and notices that are issued are duly certified as appropriate. 10. Manage the effective workflow of cases returned from the Enforcement /Collection Agents to determine the most appropriate course of next action taking into consideration the value and age of debt. 11. Lead on meetings with Adult Social Care Budget Managers and agree a way forward to resolve unpaid sundry debts for vulnerable clients. 12. Prepare cases to go to the Council’s Legal Team for unpaid sundry income debts and monitor the progress of each case. 13. Liaise with Council’s Budget Managers to raise the profile of unpaid sundry debts and work together to maximise collection. 14. Assist the Income Team Manager and Income Recovery and Enforcement Team Leader in establishing and implementing procedures, standards, targets and new initiatives 15. To take the necessary action to trace debtors that have left with no forwarding address and update accounts as appropriate. Where necessary arrange for any write off action to be processed. 16. Deal with complex enquiries from internal and external customers and respond in writing, on the telephone or face to face as appropriate taking ownership of the enquiry until fully resolved. 17. Maintain comprehensive notes and case records ensuring any follow up actions are recorded, reviewed and actioned in a timely manner. 18. Liaise with other sections of the Council, enforcement/collection agents and other outside bodies as required. 19. Work with income team colleagues to ensure business needs are met and appropriate levels of cover are in place at all times 20. Any other appropriate duties as and when required |

**Section B: Person Specification**

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|  | **Essential Criteria** | **Desirable Criteria** | **Measured By** |
| **Education & Qualifications** | Minimum of 4 passes at GCSE Grade A\*-C (4-9) including English and Mathematics (or equivalent)  **OR**  through extended experience the ability to demonstrate an equivalent level of literacy and numeracy | IRRV Level 3 Certificate/IRRV Technician (or other relevant qualification) or a willingness to work towards | Application  Certificates |

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| **Experience & Knowledge** | Recent and relevant experience of working in revenues environment. |  | Application and Interview |
| Recent and relevant experience in the recovery and collection of monies due. |  | Application and Interview |
| Knowledge of revenues and/or a debtors computer system. | Experience of using NEC software. | Application |
| In-depth knowledge of revenues processes and recovery methods available. |  | Interview and Test |
| Thorough knowledge of local taxation legislation relating to council tax and business rates. |  | Interview |
| Experience of presenting information to a variety of audiences in a confident and concise manner. |  | Application and Interview |
| Experience of being able to make decisions and work on own initiative. |  | Application and Interview |
| Experience of dealing with challenging situations when engaging with customers and taking ownership until resolved. . |  | Application and Interview |

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| **Skills & Abilities** | Excellent written and verbal communication skills with the ability to compose non–standard letters/emails |  | Interview and test |
| Proficiency in using computers i.e. inputting and processing data – expert use of excel to sort caseload data |  | Interview |
| Ability to deal with customer queries in a calm, professional and confident manner |  | Interview |
| The ability to learn, understand and apply complex processes |  | Application and Interview |
| Ability to work with a high level of accuracy and attention to detail |  | Interview |
| High level of negotiation and advocacy skills. |  | Interview and Test |
| Objective frame of mind with experience of looking at cases holistically. |  | Interview |
| Ability to think logically, making pragmatic decisions with regards to income recovery. |  | Interview |
|  | Flexible and creative in approach, in order to maximise collection of outstanding debts |  | Application and Interview |

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| **Core Behaviours** | **Excellence -** With enthusiasm, you work to deliver a high-quality service from your work location, whether that be in a Council building or in a remote working location, to meet customer, organisation and personal expectations. You adopt a ‘can do’ attitude in all of the work you deliver, ensuring it meets the needs of current and potential customers. | Interview |
| **Simplicity -** You actively seek ways to prevent over-complication or confusion, by adopting the most simplified approach to work. You communicate clearly and concisely, ensuring that the message is understood by all taking into account hybrid working. | Interview |
| **Trust and Respect -** You are aware of your impact on others including confidentiality, team relationships and wellbeing. You value openness and listen carefully to understand the views of others. You promote the values of inclusion and diversity and actively work to minimise any harm caused to others in order to foster an environment of mutual trust and respect | Interview |
| **Working Together -** You work with others to reach a common goal; sharing information, supporting colleagues, both in their work and wellbeing, and searching out expertise and solutions from relevant partners and/or the communities we serve. | Interview |
| **Responsibility -** You take ownership for your own wellbeing, work and working environment and use your initiative to deliver. You are accountable for your own performance and development, and you take responsibility for your actions and decisions. | Interview |
| **Leadership -** Your leadership is demonstrated by delivering outcomes and inspiring your team and individuals to improve and develop within an environment that enables individuals to achieve their potential. | Interview |

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| **Compiled/Reviewed by** | Chris Whitehouse, Income Team Manager |
| **Date** | February 2025 |

**Section C: Additional Information**

**Corporate Parent Responsibilities**

All employees should act as an advocate for our Looked After Children; fulfilling our corporate parenting responsibilities by considering Children and Young People in everything we do.

**Health and Safety**

Health and safety laws require all employees to help the Council maintain and improve health and safety standards. This means that the post holder must take reasonable care of his/her own and others’ health and safety and co-operate with any reasonable request to support the Council, managers and other employees, in meeting their health and safety legal responsibilities. Line managers have additional responsibilities to ensure that policies, procedures and safe systems of work are implemented on a daily basis.

All duties and responsibilities must be carried out in line with the Council’s Corporate Health and Safety Policy and any local safety procedures.

**Information Management**

As an employee of the Council, the post holder will be expected to manage information in accordance with standards outlined in the Corporate Records Management and Information Security policies. They will ensure that information used is held and transmitted securely in a manner commensurate with its sensitivity, and that it complies with the provisions of Data Protection legislation and guidance.

The post holder will be accountable for ensuring that he/she is aware of relevant Council policies and that all duties and responsibilities are carried out in line with the appropriate policies and procedures.

**Training and Development**

The Council is committed to the personal and organisational development of the individual. The post holder will be encouraged to identify job-related development needs.

**Solihull Behavioural Framework**

The Council expects all employees to conduct themselves in a way that is consistent with the values and behaviours set out in the Solihull Behavioural Framework.

**Mobility**

Whilst this post is initially to a specific post, the post holder may be exceptionally required to transfer to any post appropriate to their grade at such a place as in the service of the Council they may be required.

**Variations to Job Descriptions**

Due to changing customer demands, duties and responsibilities are likely to vary from time to time and the Council therefore retains the right to amend job descriptions to reflect changing requirements.