**Debt Recovery Technical Officer**

* Service area: Environment & Climate Change
* Grade: SO1
* Reports to: Senior Debt Recovery Officer
* Your team: Parking Services
* Number of supervisees: 0

Our mission

We are determined to create a more equal Islington, where everyone who lives here has an equal chance to thrive.

To do this, everyone who works at Islington Council lives by a set of values which guide us in everything that we do: collaborative, ambitious, resourceful, and empowering. They spell out ‘CARE’, which is what we think public service is all about.

Key responsibilities

1. To work as a member of a team providing administrative support within the Debt Recovery Team in the processing of all incoming PCN debt income, inputting information into systems, and preparation for banking, in line with financial regulations.
2. To deal with payment agreements, ensuring that the debt due to the Council is recovered within set timescales or that the appropriate debt recovery procedures are initiated.
3. To maintain a comprehensive knowledge of the relevant legislation, relating to parking enforcement and the recovery of parking-related debts.
4. To deal with telephone enquiries, providing information on financial and debt recovery processes in a manner that is accurate in content and is given in a courteous and effective manner.
5. To undertake any training packages that will emphasise both quality of service and the vital significance of customer care.
6. To assist with the day-to-day enquiries on debt registration, warrant allocation and the activities of Enforcement Agents.
7. To deal with written enquiries with regard to the financial and debt recovery processes, and to be able to investigate and prepare detailed correspondence to a high standard of quality and within the timescales established for the team.
8. To actively utilise data, to generate reports and data on “persistent evaders”, and to initiate actions to generate a response before formal court registration is applied.
9. To closely liaise with Correspondence and Appeals staff, to monitor appeals made, and to determine the recoverability of individual debts.
10. To liaise with legal services, to determine case law and precedent as may be applicable to each statutory declaration filed, and to attend court and provide evidence when required.
11. To assist in the preparation of cases to be registered for debt, the consideration of bad debt vetting data, and of cases to be passed to Enforcement Agents.
12. To use and assist others in the use of information technology systems to carry out duties in the most efficient and effective manner.
13. To achieve agreed service outcomes and outputs, and personal appraisal targets, as achieved by the line manager.
14. To undertake training and constructively take part in meetings, supervision, seminars, and other events designed to improve communication and assist with the effective development of the post and post holder.
15. The ability to work within and promote the environmental and sustainability policies and practices of the Council.
16. To carry out duties and responsibilities in accordance with the council’s commitment to customer service excellence and ensure compliance with the customer care standards.
17. To be committed to the Council’s core values of public service, quality, equality, and empowerment and to demonstrate this commitment in the way duties are carried out.
18. To ensure that duties are undertaken with due regard and compliance with the Data Protection Act and other legislation.
19. To carry out duties and responsibilities in accordance with the Council’s Health and Safety Policy and relevant Health and Safety legislation.
20. At all times to carry out responsibilities/duties within the framework of the Council's Dignity for all Policy. (Equal Opportunities Policy).
21. To undertake other duties commensurate to the grade of the post.

Work style

Flexible/Office-Based/ Frontline

Person specification

You should demonstrate on your application form how you meet the criteria. Please ensure you address all the criteria as this will be used to assess your suitability for the post.

Essential criteria

Experience

| **Essential criteria** | **Criteria description** | **Assessed by** |
| --- | --- | --- |
| **E1** | Experience of and the ability to work as a member of a team, and the ability to demonstrate an awareness of the advantages of team working. | **Application** |
| **E2** | Experience in compiling and producing written responses to enquiries to a high quality standard. | **Application/Interview/Test** |
| **E3** | Experience of using computer databases and the ability to develop such systems for specific areas of work. | **Application/Interview** |

Skills

| Essential criteria | Criteria description | Assessed by |
| --- | --- | --- |
| E4 | The ability to maintain a flexible approach to different areas of work within the team, and to be able to prioritise different workstreams. | Application/Interview/Test |
| E5 | The ability to deal with telephone calls and transmit complex information in an understandable and courteous manner, to callers who may direct personal abuse. | Application |
| E6 | The ability to liaise with staff in other Council Departments and to initiate effective recovery action. | Application/Interview |
| E7 | To demonstrate an understanding of the legislation that underpins Council parking enforcement activity, and the laws surrounding recovery of parking debts. | Application |
| E8 | The ability to work with contractors and answer complex queries. | Application/Interview/Test |
| E9 | The ability to manage workloads to comply with statutory and other applicable deadlines. | Application/Interview |
| E10 | The ability to arrange, participate in and minute meetings with internal and external participants. | Application/Interview |
| E11 | The ability to provide data to assist with the compilation of reports. | Application |
| E12 | The ability to identify potential areas of abuse in respect of the non payment of PCN’s, and the ability to take preventative action. | Application/Interview |
| E13 | Ability to carry out duties in accordance with the Council’s Health and Safety Policy | Application/Interview |
| E14 | Ability to adhere to the Council’s Dignity for All – delivering services within the equality and valuing diversity framework. | Application/Interview |

Special requirements of the post

| Essential criteria | Criteria description | Assessed by |
| --- | --- | --- |
| 15 | This post needs to meet the requirement of the Baseline Personal Security Standard | N/A |
| 16 | This post is subject to the council’s policy on pecuniary and personal interest | N/A |

Our accreditations

Our accreditations include: the Healthy Workplace award; Timewise; London Living Wage Employer; Disability Confident Committed; The Mayor’s Good Work Standard; Stonewall Diversity Champion; and Time to Change.

