

JOB DESCRIPTION

Job Title:	Compliance Officer - Enforcement	Grade: ARP Grade 10
Service Area:	Revenues	Team: Enforcement
Organisation:	Anglia Revenues Partnership	
Reports to:	Enforcement Team Manager	
Responsible for:	None	

Main Purpose of Job:

To undertake a full range of recovery duties to ensure that all income due in respect of recovery of debt and other charges are promptly and efficiently collected in a helpful and courteous manner

Key Responsibilities:

- To proactively contact debtors to negotiate payment of arrears and costs using the schemes as agreed with each Authority.
- To provide assistance to the public in writing, by telephone or in person providing an excellent, polite and courteous public service at all times.
- To update the case management system as cases progress and note actions taken
- To be proactive in performing outbound call collection tasks and face to face meetings with debtors
- To ensure that uncollectable debts are returned to the Authority for further action without unnecessary delay.
- To provide excellent communication and interpersonal skills and ability to interact with partner organisations, C/TAX, Recovery and NDR departments and senior managers
- To liaise where necessary with Certificated Enforcement Agents (previously known as bailiffs)
- To consider further methods of Recovery (Charging Order, Insolvency & Committal) and take appropriate action as necessary
- To maintain an up to date knowledge of relevant legislation for Council Tax, NNDR, Sundry debts and Enforcement legislation
- To maintain confidentiality when handling customer enquiries and other information in line with Council requirements, the Data Protection Act and the Freedom of information Act
- To undertake any other appropriate duties as assigned by the Enforcement Manager or Revenues Manager commensurate with the grade.

Additional Note:

Vulnerable People

We are committed to safeguarding and promoting the welfare of vulnerable people and we expect all employees to share this commitment. All employees must familiarise themselves with the Safeguarding Children and Young People and Guidelines for Working with Children and Young People policy.

Health Safety & Environment

Managers are responsible for the health and safety of their staff and their actions that may affect others; this is clearly set out in the Health and Safety Policy. It is the duty of all employees, while at work, to take reasonable care of their health and safety, and of other persons who may be affected by their activities; this includes colleagues, contractors and members of the public. You will be required to follow new Covid-19 Safe Working Practices for the industry and partnership Councils.

All employees must familiarise themselves with the Health and Safety and Environmental Policies.

Political Restriction:

This post is politically restricted under the Local Government and Housing Act 1989 and post holders are prohibited from seeking public election, holding political office, writing or speaking publicly on matters of political controversy

Note: This is a description of the job as it is constituted at July 2020 but, as the organisation develops, it may be necessary to vary the duties and responsibilities from time to time. It is the practice of ARP and Breckland Council to periodically review Job Descriptions to ensure that they relate to the job as being performed or to incorporate whatever changes may be necessary. It is both Councils' and ARP's aim to reach agreement to such reasonable changes with the post holder but if agreement is not possible the Councils and ARP reserve the right to insist on changes to the Job Description after consultation with the post holder.

On signing your Statement of Particulars, it will be deemed that this Job Description has been accepted by the post holder.



PERSON SPECIFICATION

Job Title: Compliance Officer – Enforcement



	Essential	Desirable
Qualifications & Experience	<p>Good general education - 2 GCSE grades, A-C or relevant Revenues experience.</p>	<p>Demonstrate knowledge of Enforcement Agent regulations</p> <p>Demonstrate experience of dealing with debt recovery involving vulnerable people.</p> <p>Have experience of working in a busy office environment'</p>
Knowledge	<p>Knowledge of computer packages, including the Microsoft Suite and have the sufficient knowledge and skill to be able to use computers effectively.</p> <p>Demonstrate knowledge of Debt Recovery</p>	<p>Working knowledge of Academy and Civica (Comino) IT systems.</p>
Skills	<p>Works accurately whilst understanding the importance of meeting strict deadlines.</p> <p>Must be able to work to personal and team targets.</p> <p>Organisational and good time management skills</p> <p>Demonstrate good numerical and writing skills</p>	<p>Knowledge of Council Tax support and general welfare benefits</p>
Delivering excellent Customer Service	<p>Demonstrate experience or understanding of customer care.</p> <p>Demonstrate ability to deal with customer enquiries in an appropriate, diplomatic and professional manner.</p> <p>Be able to remain calm during stressful/violent circumstances.</p>	<p>Customer Care training</p>

	Essential	Desirable
Health, Safety and Welfare	<p>Able to demonstrate good general understanding of Health, Safety and Welfare policies and procedures</p> <p>Demonstrate ability to achieve a good work life balance for self and for team</p>	
Striving for Continuous Improvement	<p>Commitment to a learning culture</p> <p>Able to give examples of flexible and positive response to change</p>	
Diversity and Equality	<p>Ability to understand the concept of diversity and respect for others and be committed to these issues</p>	<p>Experience with working with vulnerable people</p>
Communicating effectively	<p>Good level of interpersonal and communication skills</p> <p>Effectively communicates relevant information to others</p> <p>Able to respond to varying levels of understanding from customers</p>	
Attitude	<p>Must be able to self-motivate and embrace change.</p> <p>Be an effective team player and can work flexibly within a team</p> <p>Have a positive desire to achieve results</p> <p>Can work effectively under pressure and use own initiative</p> <p>Willing to learn and improve</p>	<p>Has a positive attitude toward work and others</p>
Other special requirements	<p>You may be required to drive</p>	