**EXETER CITY COUNCIL**

**Person Specification**

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| **JOB TITLE:** | Senior Collection Officer |
| **GRADE:** | 6 |
| **POST NO:** | 3999-4002 |
| **SERVICE:** | Help me with my financial/housing problem system |
| **UNIT:** | Customer Access |

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| **SELECTION CRITERIA** | **ESSENTIAL** | **DESIRABLE** | **CATEGORY** |
| **QUALIFICATIONS**  IRRV Level 3 Diploma in Local Taxation, Benefits and Advice (QCF) or equivalent diploma, or substantial proven equivalent experience | ✓ |  | C |
| **EXPERIENCE/KNOWLEDGE/SKILLS**  Adequate current experience of working within a high pressure income recovery and customer focussed environment  An understanding of local authority policy in relation to equality  Good current knowledge of Academy Revs & Bens, Capita Housing, Ash, Paris, Access, RKYV Dip and Workflow systems, and associated modules  A detailed knowledge of procedure, practice and legislation in relation to the collection of rent from first reminder up to and including eviction  A detailed knowledge of the legal process and procedure in relation to the collection of Council Tax from first reminder up to and including pre-committal  A detailed knowledge of Housing Benefit and Social Security legislation, practice and procedure in respect of Housing Benefit recovery methods from first reminder to County Court action  A good working knowledge of procedure and practice in relation to the recovery of former tenancy arrears and rechargeable repairs  A working knowledge of financial customer solutions available including payment arrangement, discretionary funding and write off with the ability to explore sustainable ways to maintain and maximise the councils income in a customer focussed way  An understanding of financial regulation and rules in relation to customer payments e.g. direct debit guarantee  A good understanding of security protocols in relation to the taking of customer payments and handling personal and financial information  The ability to apply a one view of debt principle within customer service delivery  Good communication skills at all levels to deal with frequent enquiries on income collection and related issues with customers, collegues, members and 3rd party representatives  The ability to present case information at court and answer questions of the County Court  The ability to proactively contact customers and confidently discuss debt  Flexibility to frequently changing demands in relation to customer service provision and daily collection tasks with the ability to take responsibility for referred multiple debt, complex cases from colleagues  Independent decision making when negotiating arrangements with customers    Excellent negotiation skills with customers who need to understand the severity of their debt situation | ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓ | ✓  ✓ | A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I |
| **SPECIAL REQUIREMENTS/ATTITUDE**  Flexible and reliable team player with a  positive and approachable attitude towards customers and colleagues  Emotional resilience with the ability to remain calm in difficult/challenging situations with customers  Integrity to handle sensitive and secure information  Ability to work accurately under pressure  Self motivated and enthusiastic with a positive ‘can do’ approach  Good organisational skills with the ability to multi task | ✓  ✓  ✓  ✓  ✓  ✓ |  | A/I  A/I  A/I  A/I  A/I  A/I |
| **OTHER**  Visiting role requiring attendance at evictions, court and customer’s homes  When visiting taking responsibility for acting safely and minimising risk in accordance with visiting procedure | ✓  ✓ |  | A/I  A/I |

# DATE LAST UPDATED: June 2016