**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 modulesA detailed knowledge of procedure, practice and legislation in relation to the collection of rent from first reminder up to and including evictionA detailed knowledge of the legal process and procedure in relation to the collection of Council Tax from first reminder up to and including pre-committalA 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 actionA good working knowledge of procedure and practice in relation to the recovery of former tenancy arrears and rechargeable repairsA 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 wayAn understanding of financial regulation and rules in relation to customer payments e.g. direct debit guaranteeA good understanding of security protocols in relation to the taking of customer payments and handling personal and financial informationThe ability to apply a one view of debt principle within customer service deliveryGood communication skills at all levels to deal with frequent enquiries on income collection and related issues with customers, collegues, members and 3rd party representativesThe ability to present case information at court and answer questions of the County CourtThe 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 colleaguesIndependent 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/IA/IA/IA/IA/IA/IA/IA/IA/IA/IA/IA/IA/IA/IA/IA/I |
| **SPECIAL REQUIREMENTS/ATTITUDE**Flexible and reliable team player with a positive and approachable attitude towards customers and colleaguesEmotional resilience with the ability to remain calm in difficult/challenging situations with customers Integrity to handle sensitive and secure informationAbility 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/IA/IA/IA/IA/IA/I |
| **OTHER**Visiting role requiring attendance at evictions, court and customer’s homesWhen visiting taking responsibility for acting safely and minimising risk in accordance with visiting procedure | ✓✓ |  | A/IA/I |

# DATE LAST UPDATED: June 2016