

Customer Service Job Description

Service:	Customer Service – Revenues and Benefits Team
Job title:	CS086 - Recovery Officer
Grade:	C
Hours of work:	37
Responsible to:	Recovery Team Leader
Responsible for	
Direct reports:	0
Indirect reports:	0
Budget:	0

Purpose of Post:

To collect Council Tax and Business Rates and provide customers with advice regarding rate relief, Council Tax discounts and exemptions, and benefit entitlement.


Key Deliverables:

1. To maximise recovery of Council Tax and Business Rates by utilising the most appropriate method of recovery, the postholder will follow the agreed procedures and practices.
2. To deal with issues or queries relating to Council Tax and Business Rates accounts from debtors, legal representatives or any other persons acting for them by telephone, in person or in writing – but when required to escalate to senior officers in the team who will deal with more complex issues or challenging customers.
3. To negotiate payment arrangements with debtors by phone, written correspondence or face-to-face, taking into consideration the size and nature of the debt and the debtor's personal circumstances.
4. To liaise with other departments to share information in accordance with the Data Protection Act 2018 and other relevant acts, to assist in recovering other monies owed to the Council and to work in partnership with other internal teams to maximise the council's overall revenue collection rate.
5. This job description is intended only as a guide to the range of duties involved. The post holder will need to be flexible and adaptable in order to respond to other duties that may be required from time to time and the changes and developments within Huntingdonshire District Council.

<p>Knowledge and Qualifications</p> <p>The minimum knowledge required to undertake this role and any qualifications or training essential for the role</p> <p>(E) Essential (D) Desirable</p> <ul style="list-style-type: none"> • Knowledge of debt recovery processes. (D) • 5 (grade C or above) GCSEs (or non-UK equivalent) including Maths and English (E) • Customer Service type training / qualifications (D) 	<p>Example:</p> <p>Worked in an Accounts, or debt recovery team</p> <p>E.g. training by a retail business employer</p>
<p>Experience</p> <p>Experience the person would need to do the job</p> <p>(E) Essential (D) Desirable</p> <ul style="list-style-type: none"> • Experience of dealing with customers who may be angry or upset (E) • Debt recovery experience including the use of Court and enforcement proceedings. (D) 	<p>Example:</p> <p>This might be in a retail environment, or in a customer complaints team.</p> <p>This could be working in an accounts or debt recovery team, or working for HM Court Service</p>
<p>Skills and Abilities</p> <p>Specific skills the applicant would need to do the job</p> <p>(E) Essential (D) Desirable</p>	<p>Example:</p>

<ul style="list-style-type: none"> • Good IT skills, with ability to use MS Office products and able to construct written responses to customers that are clear and concise. (E) • Able to deal with customers on the phone and to provide excellent customer service. (E) 	<p>Ability to present written information in a structured and balanced way appropriate to the needs of the reader.</p> <p>Post requires giving advice / exchange of information / persuading / negotiating</p>
<p>Decision Making and Impact on Others</p> <ul style="list-style-type: none"> • Able to interpret data and make limited decisions, based upon procedural rules. (E) • The decisions made will impact on the financial position of customers and so accuracy in decision making is very important. 	<p>Example:</p> <p>The post holder will decide on the next appropriate enforcement action, such as instructing Enforcement Agents.</p> <p>A wrong decision could result in financial hardship, or distress, for the customer.</p>
<p>Communication with Internal and External Customers</p> <ul style="list-style-type: none"> • The main role involves contact with external customers, but the post holder will also liaise with other internal teams and external business partners. 	<p>Example:</p> <p>Predominantly external customers – high visibility with members of the public</p> <p>Where is the focus of this role in their team, other teams or across the council</p> <p>Internal customer contact 35%</p> <p>External customer contact 65%</p>
<p>Personal Attributes and Other Requirements</p> <p>In this section please list any other qualities you are looking for from the applicant</p> <p>(E) Essential</p> <p>(D) Desirable</p>	<p>Example:</p>

<ul style="list-style-type: none"> • Willing to travel to Pathfinder House, or to work from home when required. • Be a good team worker demonstrating loyalty and commitment to the organisation and team members • Presents their case persuasively upwards, downwards and externally. • Influences by highlighting and promoting the mutual gains to be made by following suggested courses of action. • Develops and maintains productive relationships with internal and external customers • Explores the customer's situation with them to develop a fuller understanding of the underlying need. • Delivers what they have agreed with the customer. • Promotes and demonstrates continual improvement. • Seeks new ideas and shares innovative practice with others. • Makes effective decisions under time pressure. • Balances risks and benefits of various options and decisions. • Makes unpopular decisions where necessary. 	<p>Either using own transport, or public transport.</p> <p>Experience of working in a team environment.</p>
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<ul style="list-style-type: none"> • Considers all relevant data when making decisions. • Ensures the effective and efficient use of time and resources. • Identifies what is required before each task can be begun or completed. • Monitors progress against the plan and acts accordingly. • Is prepared to adapt their approach to overcome obstacles. • Responds constructively to a change in agenda or priorities. • Revisits their decisions when presented with new information. • Is prepared to adjust their interpersonal style to respond to the needs or preferences of others and the situation. 	
<p>HDC values</p> 	<p>The values outlined below reflect our collective positive attitude and how all staff are expected to work together as one team.</p> <p>Inspiring: We have genuine pride and passion for public service; doing the best we can for customers matters to us all.</p> <p>Collaborative: We achieve much more by working together, and this allows us to provide the best service for customers.</p> <p>Accountable: We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.</p> <p>Respectful: We respect people's differences and are considerate to their needs.</p>

	Enterprising: We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.
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Safeguarding and promoting the welfare of children and young people/vulnerable adults

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

- Demonstrates understanding of safeguarding issues