

Waverley is an ambitious authority, committed to being one of the leading Councils in the country at a time of major change by developing a high performing, highly engaged staff team to share the organisation's values and deliver our corporate objectives.

JOB DESCRIPTION	
Job title:	Revenue Recovery Manager
Service:	Finance & Property
Team:	Revenue
Location:	The Burys, Godalming, Surrey, GU7 1HR
Reporting to:	Revenue and Benefit Manager
Responsible for:	Recovery Officer X2 Senior Recovery Officer
OUR ORGANISATIONAL VALUES	
Openness	In Waverley we value openness and honesty where communication is clear and constructive and actions are transparent .
Excellence	In Waverley we value excellence , working in a consistent and professional way to achieve the highest standards possible, taking the time to recognise and celebrate success .
Fairness	In Waverley we value fairness and respect , working with integrity to ensure that everyone is treated well and has equal access to the opportunities available.
Team Work	In Waverley we value team work and collaboration , with approachable staff actively contributing to our shared corporate goals.
Taking Ownership	In Waverley we value taking ownership , where everyone feels personally committed to issues at hand and is working towards a positive outcome
PRINCIPAL PURPOSE OF THE ROLE	
<ul style="list-style-type: none"> To lead the Revenue Recovery team and ensure a high quality, business focused, efficient and cost-effective bespoke service which maximises amounts recovered for the authority, whilst providing an excellent service and actively building relationships and business development opportunities for the Recovery team. Enable and support the Revenue Team to achieve the team's purpose of: "Give me a quick bill that's accurate, simple and easy to pay, and if needed, help me get back on track and regain control of my payments." 	

- Work responsively and collaboratively within the team, using the principles of:
 - Understand and do what matters to each individual customer;
 - Use our expertise to satisfy demand our customers don't know they have;
 - Prioritise the customer, not the process;
 - Take ownership of customer demand from start to finish;
 - Where possible, aim to resolve customer's demand at first point of contact, using the most direct method.

MAIN DUTIES AND ACCOUNTABILITIES

- Be the lead officer for the authority on recovery
- Build, develop and lead the Revenue Recovery team to manage the authority's debt collection service and act for the authority in debt recovery matters, dealing with bulk volume debt recovery, as well as bespoke complex collection matters for companies and individuals
- Support accurate, prompt and effective recovery of unpaid Council Tax and Business Rates, thereby, maximising the Council's collection rate.
- Manage the Recovery team to be responsive and flexible to customer demand whilst being robust and effective at collecting monies owed to the authority,
- Ensure robust debt management principals are in place with reporting procedures and senior managers regularly informed of all outstanding debt owed to the council
- Use professional judgement to give advice on how to deal with this debt with regards to write off, collection and prosecution.
- Monitor collection targets for multiple debt streams and provide a quarterly highlight report to S151 detailing high value uncollectable debts.
- Undertake analysis of debt and performance, both internal and external and take appropriate improvement action.
- Provide technical and strategic advice about debt collection services and procedures, both externally and internally
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- Develop and manage a write off policy and strategy.
- Ensuring that bad debt provisions are maintained and write offs managed in line with the authority's policies and procedures
- Develop and maintain appropriate debt management procedures, including using robust performance management of Enforcement Agents
- Manage contracts and agreements with external contractors including Enforcement Agents

- Monitor special arrangements (SPARs) set up by the Revenue Officers and Business Rates Officer, making prompt contact with customers who default, in order to understand their circumstances and help them regain control of their payments;
- Assess and monitor IVAs, taking action where they are breached;
- Identify, process, and allocate debts that require a Charging Order or insolvency proceedings;
- Instigate attachment of earnings orders, allocating subsequent payments appropriately;
- Select cases for reminder notices, issuing final notices and serving summonses
- In accordance with agreed procedures, trace debtors using external tracing agents, data bases etc;
- Promptly pass Council Tax and Business Rates overpayment debts to the enforcement agent;
- Prepare complex documents and attendance for court proceedings, Magistrates Court County Court, High Court and tribunals, with legal advice if necessary. .
- Prepare and attend cases for the Magistrates or County Court; and Tribunals
- Prepare cases for insolvency action;
- Take personal responsibility to problem-solve in the work place.
- Do work that delivers on the customer's purpose, taking a proactive approach with the team to identify and resolve the cause.
- Be conscious of the customer journey and highlight where processes could be improved.
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- Deal quickly and effectively with complaints and freedom of information requests.
- Advise other members of the Revenue Team on recovery matters.
- .During periods of exceptionally high customer demand, support the Revenue Officers by providing cover for essential duties.
- Recruit, manage, motivate and develop employees within the service area, ensuring their health, safety and well-being at work, in order to ensure all aspects of service delivery are provided to the highest possible standard

Business Continuity

Play a pivotal role in business continuity planning and should the need arise assist in ensuring business recovery of key service provision in a 24 hour window.

Health and Safety

Comply with all Health and safety legislation for your area of work, ensuring that risks are identified, managed and monitored as required.

DIMENSIONS OF THE ROLE

- Manage 3 members of permanent staff and temporary staff as the service requires
- Number of domestic dwellings: c.54,000
- Number of businesses: c.4,100
- Annual income collectable: £125.5m

- Annual discount: £8.5m
- Annual exemptions: £1.8m
- Reminders and final demands issued: c. 17,000 pa
- Summons issued: c. 2,200 pa
- Emails and online forms (received monthly, average): 1,600
- Phone calls (received monthly, average): 1,100
- Responsible for around £2m aged debt across Council Tax and Business Rates and around 17,000 accounts in arrears

AREAS OF ACCOUNTABILITY/PROBLEM SOLVING – DECISION MAKING / SCOPE FOR IMPACT

- To have direct responsibility for the in year collection rate and the decrease of prior year debt.
- Prepare and report to S151 Officer, Head of Property and Finance and the Revenue and Benefit Manager, monthly/quarterly aged debts reports, detailing highest non payers and make proposals for action. Be the lead on debt collection for the council.
- Using knowledge of legislation, customers' circumstances and using discretion, accountable for making informed, non-judgmental decisions throughout the process, including:
 - Determining the most appropriate and effective recovery action to take, acknowledging each customer's unique circumstances;
 - Ensuring, in accordance with the Debt Policy, that the Council Tax, Business Rates and Housing Benefit overpayment debt profile is up-to-date and accurate.
- Take the lead in working with the most challenging and vulnerable customers to enable them to identify a realistic plan to clear their debts, utilising support from internal departments and external organisations where appropriate.
- Work accurately and with minimal supervision to prevent negative impact on the collection rate.,
- Act as the Council's primary Court Officer for all debt, preparing and presenting cases for the Magistrate.
- Manager of the Senior Recovery Officer and Recovery Officers

PLANNING/ORGANISING/CONTROLLING

- Manage own workload and time to allow a responsive service to customer demand and to meet the team principles of:
 - Understand and do what matters to each individual customer;
 - Use our expertise to satisfy demand our customers don't know they have;
 - Prioritise the customer, not the process;
 - Take ownership of customer demand from start to finish;
 - Where possible, aim to resolve customer's demand at first point of contact, using the most direct method.

- Demonstrate an awareness of the causes of delay in the process, the impact on end-to-end times and the accuracy of the Council Tax and Business Rates base.

CUSTOMERS AND CONTACTS

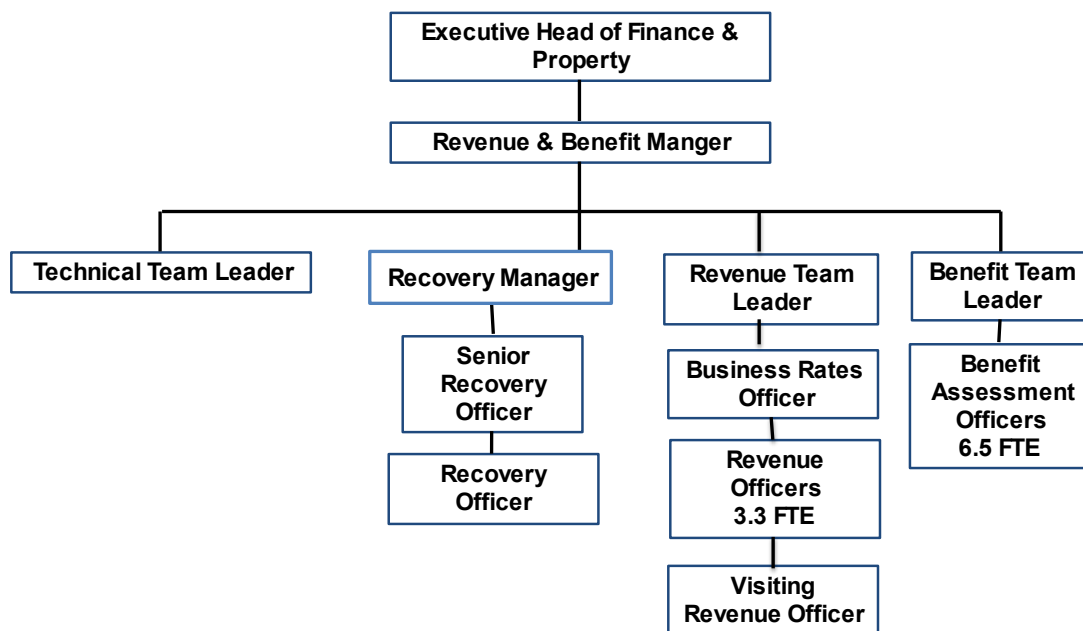
INTERNAL

- Staff in other sections of Waverley Borough Council.

EXTERNAL

- Members of the public and/or their representatives;
- The Valuation Office and Tribunal Service;
- Landlords, including private and Housing Associations;
- Enforcement Agents and other collecting agencies;
- Court Officials;
- Police Officers;
- The Audit Commission;
- Voluntary bodies.

SERVICE/TEAM STRUCTURE



PERSON SPECIFICATION

Candidates must be able to fully demonstrate all essential criteria within their application form to be shortlisted for this role.

	PERSON SPECIFICATION			
	ESSENTIAL CRITERIA	HOW ASSESSED	DESIRABLE CRITERIA	HOW ASSESSED
QUALIFICATIONS / EDUCATION / TRAINING / EXPERIENCE	Educated to A' Level standard	C	IRRV qualification	C
	Experience of preparing and attending court for debt recovery action	A/I	Experience of managing a team.	A/I
	Experience of working in a Council Tax and recovery environment	A/I		
KNOWLEDGE / TECHNICAL SKILLS	Experience of working in a customer-focused office environment	A/I	Knowledge of safeguarding	A/I
	In-depth knowledge of debt legislation and how to apply it or in exceptional circumstances a proven ability to learn and apply complex information in a year	A/C/E/I	Experience of a document image processing system (DIPS)	A
	Good general IT skills, able to adapt to new systems and processes	A/I		
COMMUNICATION	Able to communicate complex and sometimes unwelcome information in an assertive and empathetic manner, verbally and in writing	A/I/E		
	Able to handle difficult situations in order to achieve a positive outcome	A/I/E		
	Confident telephone manner	A/E		
	Ability to present the Council in court in an			

	effective and confident manner			
	High standard of report writing and presentation skills	A/E		
	Effective negotiation skills to establish partnerships and innovative joint working practices.	A/E		
CUSTOMER SERVICE	Understand and do what matters to customers in a robust but fair way	A/I/E		
	Take ownership of work	A/I		
	Able to deal with each case objectively, providing the same level of service to a range of customers	A/I/E		
	Understand and commit to promoting equality and diversity in service delivery and employment.	A/I		
	Accurate spoken English is essential for the post	A/I		
TEAM WORKING	Work with others to provide a quality service to customers	A/I		
MANAGING SELF AND OTHERS	Ability to manage staff tactfully and effectively to create a positive working and learning environment			
	Proactive approach to problem solving	A/I		
	Manage own workload and time to allow a responsive service to customer demand	A/I		
	Ability to manage self and the team to achieve desired results and targets			

	Work with conflicting demands	A/I		
	Adapt positively to, and be a part of, frequent change	A/I		
	Be a skilled and confident decision-maker based on sound judgement and analysis of the facts	A/I		
	Effective leadership and drive.	A/I		
CAN DO APPROACH / ACHIEVING RESULTS	Able to deal with difficult people and situations appropriately	A/I		
	Work collaboratively with others to achieve positive outcomes	A/I		
	Attention to detail and work accurately	A/I		
	Able to understand complex legislation and apply to different scenarios	A/I		
	Able to make decisions and take responsibility for them	A/I		
	Confidence in using one's own authority effectively and appropriately	A/I		
SPECIAL REQUIREMENTS	For business continuity purposes you are required to have access to the internet at home via broadband on a PC, laptop or tablet	A/I		

How assessed

- A = Application CV/Personal Statement
- C = Certificates/professional Registration
- D = DBS police check
- E = Exercise
- I = Interview
- M = Medical assessment

For Official Use only			
Job title:		Post no:	
Service:		JE score:	
Team:		Pay band:	5
Location:	The Burys Godalming, Surrey GU7 1HR	Position type: (if part time, working pattern)	Full time 37 Hours/ Five day week
Competencies: (level 1 – 4)	Communication:	4	
	Customer Service:	4	
	Team Working:	4	
	Managing Self and Others:	4	
	Can do approach/Results	4	
REVIEWED BY:		DATE:	
CHECKED IN:	Employee Services	DATE:	
LAST UPDATED:	Add date	DATE:	