



## Role Profile

<b>Job Title: Income Recovery Officer</b>	<b>Role Profile Number: BSN145</b>
<b>Grade: M</b>	<b>Date Prepared: May 2021</b>
<b>Directorate/Group: Operations</b>	<b>Reporting to: Operations Manger – Specialist Services</b>
<b>Structure Chart attached:</b>	Yes

### Job Purpose

- To claim all monies due to the council through damage to property and assets following road traffic accidents, wilful damage to property or other damage where there is external cause.
- Support the recovery of costs through penalty charge notices issued for other activities such as fly tipping.
- Be the main point of contact for Operation for all claims against external parties, liaising with emergency services, internal teams and insurance companies

### Key Accountabilities

- Lead on the process of recovering costs incurred by the Council for the repair to damaged property across the Operations Directorate.
- Support the lead officers for recovery of fines issued in the directorate, such as fly tipping
- Create a platform from which to work in partnership with internal and external stakeholders to recover costs that the Council has incurred.
- Be the point of contact for Parish, Emergency Services, budget managers and other key stakeholders in the recovery of costs incurred.
- Negotiate and agree costs associated with insurance claims.
- Create and maintain a schedule for charging appropriate costs, keeping on top of the commercial value of the assets.
- Attend and contribute to team meetings, updating senior managers on the progress of claims
- Monitor and forecast income due for senior managers and lead on the year end process for income.

## **Knowledge & Experience**

*Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:*

- Experience of working within an Operational Environment with an understanding of insurance claim processes.
- High level of competency using ITC as a tool to report on performance.
- Understanding and knowledge of the Councils Assets, particularly within the Highway.
- Knowledge and experience of preparing claims for insurance companies to recover costs.
- Demonstrable experience of planning, co-ordinating and delivering on key performance indicators relating to the recovery of costs.
- Budget monitoring experience
- Ability to delivery on short term and long term objectives.
- Excellent communication skills

## **Qualifications**

- Educated to GCSE level

## **Decision Making**

- On a daily basis, the postholder will be making decisions on recovery of costs that could have far reaching impact on the Council's budget.
- Budget monitoring and forecasting
- Negotiation and agreement of payments from insurance companies
- Mental demands most of the day working on identifying where damage has occurred, collating of evidence and preparing claims to issue to third parties.
- Ability to make decisions or develop courses of action to recover the maximum costs.

## **Creativity and Innovation**

- Develop creative and tenacious strategies to ensure the best outcome for the Council
- Ability to influence key stakeholders both internally and externally
- Confident to express ideas in individual and group settings
- Flexibility and versitily to manage workload and conflicting deadlines

<p><b><u>Job Scope</u></b></p> <p><b>Number and types of jobs managed</b></p> <ul style="list-style-type: none"> <li>• Will manage discreet projects relating to recovery of costs across the Operations Directorate.</li> <li>• Deputise for the Operations Manager – Specialist Services when required.</li> <li>• Lead meetings with internal staff to review recovery of costs across the Directorate.</li> </ul> <p><b>Typical tasks supervised/allocated to others</b></p> <ul style="list-style-type: none"> <li>• Matrix management of support staff engaged in the recovery of costs, such as Inspectors, waste wardens.</li> </ul>	<p><b>Budget Holder</b></p> <p><b>Responsibility</b></p> <p><b>Asset Responsibility:</b></p>	<p>No</p> <p>Directly responsible for the recovery of costs that the Council has incurred with a target of £200k per annum.</p> <p>Personal IT equipment</p>
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**Contacts and Relationships**

*(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)*

- Written and verbal communication with businesses and other organisations, elected members, officers and other partner organisation.

**Values and Behaviours**

We strive to underpin our culture of being ‘At our Best’ through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

**Other Key Features of the role**

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

<b>Employee Signature:</b>	<b>Print Name:</b>
<b>Date:</b>	
<b>Line Managers Signature:</b>	<b>Print Name:</b>
<b>Date:</b>	