



Role Profile

Job Title: Credit Control & Revenue Monitoring Officer	Grade/ Level: L	Post Number: RB5004
Directorate: Revenues & Benefits, Resources	Job Family: Revenues & Benefits	Date Prepared: Updated 10/01/22
Role reports to (Job Title): Revenues Officer		
Job Purpose: <ol style="list-style-type: none">1. To contact and assist customers owing monies to the Council. Referring unpaid accounts to external collection agents and the council's Legal Department and monitoring their progress.2. Provide guidance to Council Departments on good credit management and invoice practices.3. To monitor and report on the performance of the Contractor responsible for the Council Tax and Business Rate collections.		
Key Accountabilities: <ol style="list-style-type: none">1. To compile and maintain the Council's database of customers who owe monies.2. Contact customers in respect of unpaid invoices, by means of reminder letters, telephoning, face to face meetings. Assisting the customers in making payments and arrangements. Referring those that won't pay to external collection agents or the Legal Department in order to undertake court action.3. Assist in producing monthly performance information on the external collection agents or the Legal Department.4. Investigate and respond to all customer enquiries. Giving the customer the required information and highest level of service in order to facilitate payment.5. Make and monitor payment arrangements made with customers. Completing means enquiry forms and offering welfare advice where appropriate. Setting Attachment of Earnings & Benefits where appropriate.6. Recommend the writing off of debts once all appropriate recovery methods have been exhausted.7. Assist in the allocation of daily payment files, refunding any overpayments and action correctly authorised directives from charging Departments to cancel or reduce invoices.8. Compile comprehensive records of administration orders, bankruptcies and liquidations in respect of customers. Submitting claims to Receivers and Liquidators in respect of monies owed to the Council.		

9. Provide guidance to Departments who issue invoices. Advise them on good invoicing practice and on allowing credit to customers. Where debts remain recommend the withdraw of any ongoing non-statutory services. Report on any instances of bad invoicing practice by discussing the matter with the Department concerned and completing the prescribed form.

Supplementary Accountabilities:

1. Scrutinise and question the performance of the Council's contractor for Council Tax and Business Rates and Overpaid Housing Benefits in relation to their calculation, issuing and recovery. Producing monthly schedules of performance with regard to all associated tasks. Highlighting any areas of poor practice.
2. Verify Council Tax and Business rate bills due from the Council itself. Seek correction of any demands that are incorrect, and arrange payment of those which are. Liase with the Council's agent employed to appeal against and reduce Business Rate payments.
3. Appear as a witness on behalf of the Council at court proceedings.

Job Scope: No & type of jobs Managed:

No jobs directly reporting to.

Budget:

Authorisation of Council Tax, Business Rates & Overpaid Benefit refunds up to £100,000

Assets: Council credit card with monthly value of £10,000 for payment of court applications.

Knowledge & Experience:

Requires ability to produce written communication to customers. GSCE English grade 4, C or above.

Checking complex calculations requires GSCE Mathematics grade 4, C or above.

Customer care skills are required and the ability to handle and negotiate with a wide range of customers, including businesses, domestic and elderly customers, in addition to potentially difficult customers either face to face or on the telephone.

Debt collection experience is required in order to carry out the job.

In order to maximise contact of debtors there is a need for a flexible approach. This can involve an out of hours approach (within the Council's flexible hours system).

The job requires use of PCs and financial systems, and being able to use microsoft word and compile excel spreadsheets.

A knowledge of council Tax and Business Rates legislation is desirable in order to ensure the council's contractor is following statute. IRRV qualifications or training would be an advantage.

Decision Making:

Decisions need to be made on a daily basis as to the most appropriate course of recovery action for debts. Guidelines do exist, but these are flexible with regard to high profile or high value debts.

Decisions are also required with regard to deciding whether further recovery action remains cost effective or appropriate. If not debts are recommended for write off.

Writing procedure guides on an annual basis and suggesting regular amendments to these procedures are an important task.

Negotiation skills are required on a daily basis when calculating and agreeing instalment payments with customers, who are unable to pay the full invoice value. Again parameters exist, but arrangements made in respect of debts subject to Legal action can fall out side of these.

Contacts and Relationships:

Complex letters, telephone conversations and face-to-face meeting with members of the public and Businesses.

Written memos and telephone conversations with staff of other Council Departments who raise invoices, and the Legal Department who assists in debt collection.

Conduct telephone conversations with staff from external collection agents in order to discuss the status of recovery action or commission levels on debts collected.

Meet with staff of the contractor responsible for Council Tax and Business Rates administration and collection, in order to discuss performance of their office tasks.

Meet with council auditors in order to discuss how tasks are currently undertaken.

Creativity & Innovation:

Negotiating and agreeing payment arrangements with customers can involve innovation if the customer is unable to meet 'standard' demands. This can occur on a daily basis.

In monitoring performance of the contractor responsible for local taxes, questioning skills are important with regard to the manner in which certain tasks are currently being undertaken. Recommendations need to be made to the staff of the Contractor and the Council's Revenues Officers and Manager in order to agree changes.

In accordance with the provisions of the Data Protection Act, jobholders should take care to ensure that personal data is not disclosed outside the Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act, ensure requests for non-personal information are dealt with in accordance with the Council's procedures.

Employee Signature:

Print Name:

Date

Line Manager's Signature

Print Name:

Date: