



**SWINDON**  
BOROUGH COUNCIL

## Role Profile

<b>Job Title:</b> Revenues Officer	<b>Role Profile Number:</b> RB6537
<b>Grade: K</b> <b>Salary:</b>	<b>Date Prepared:</b> 28/4/15
<b>Directorate/Group:</b> Revenues & Benefits	<b>Reporting to:</b> Revenues Team Manager
<b>Structure Chart attached:</b>	

### Job Purpose

- To pursue customers who owe monies to the Council in respect of all debts. Referring collectable debts for outside visits and to Advice Agencies, External collection agents, Enforcement Agents (formerly bailiffs) and to the Borough Solicitor.
- Provide guidance to Council Departments on good credit management and invoice practices.
- To ensure that the recovery of debts is undertaken in a customer focused manner in order that customers are given every opportunity to make affordable repayment and given all the information required to understand why payments are due.

### Key Accountabilities

1. To compile and maintain the Council's database of customers who owe monies. Completing amendments within 1 working day of receipt.
2. Pursue customers in respect of unpaid invoices, by means of reminder letters, telephoning, face to face meetings and referring debts for visits, to external collection agents, Enforcement Agents, to the Department of Works and Pensions or the Borough Solicitor's staff in order to undertake court action.
3. Investigate and respond to all customer and agents enquiries. Giving the customer the required information and highest level of service in order to facilitate payment.
4. Make and monitor payment arrangements made with customers, agents and advice agencies. Completing means enquiry forms and offering welfare advice where appropriate. Periodically review the level of repayments agreed. Attempting to reduce the need for recovery proceedings by agreeing affordable payment agreements, wherever possible.
5. Recommend the writing off of debts once all appropriate recovery methods have been exhausted and posting amounts approved by senior management. Periodically reviewing written off debts to ensure that no further collection is possible.

6. Allocation of daily payment files ensuring all payments are allocated, refunding any overpayments and action correctly authorised directives from charging Departments to cancel or reduce invoices.
7. 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.
8. Provide guidance to Departments who issue invoices. Advise them on good invoicing practice and on allowing credit to customers. Where debts remain recommend the withdrawal 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.
9. Use tracing systems to find absconded debtors
10. Check credits on other systems and where appropriate, apply transfers to other accounts.
11. Contribute to office procedures that impact customers.

### **Supplementary Accountabilities**

- To take responsibility and respond to any issues that arise on a Saturday morning (1 per month may be worked) in the absence of Senior Revenues staff

### **Knowledge & Experience**

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

- Requires ability to produce written communication to customers. GSCE English grade C or above.
- Making payment arrangements and verifying calculations requires GSCE Mathematics grade 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 preferred in order to carry out the job.
- The work is mainly office based. There may be an occasional need to visit customers (this will be undertaken in pairs if necessary)
- In order to maximise contact of debtors there is a need for a flexible approach. This may involve an out of hour's approach (one Saturday morning per month between 9am until 1pm may be required).
- The job requires use of PCs and financial systems and data imaging systems (Revenues & Benefits) and being able to use outlook, Microsoft word and compile excel spreadsheets.

### **Qualifications**

- GSCE English grade C or equivalent
- GSCE Mathematics grade C or equivalent

## 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 outside of these.

## Creativity and 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

<b>Job Scope</b>  <b>Number and types of jobs managed</b> <ul style="list-style-type: none"><li>• None</li><li>•</li></ul> <b>Typical tasks supervised/allocated to others</b> <ul style="list-style-type: none"><li>• None</li><li>• But Respond to any issues that arise on Saturday mornings in the absence of the Senior Revenues Officer</li></ul>	<b>Budget Holder</b>  <b>Responsibility</b>     <b>Asset Responsibility:</b>	No          Own desk and Pc
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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)

- Non-standard and standard letters, telephone conversations and face-to-face meeting with members of the public and businesses, landlords, agents and advice agencies.
- Written memos and telephone conversations with staff of other Council Departments who raise invoices, and staff in Law & Democratic Services (Borough Solicitor) who assist in debt collection.
- Conduct telephone conversations with staff from external collection agents and Enforcement Agents in order to discuss the status of recovery action or commission levels on debts collected.
- Debt Management Service, Pension Service and other Department of Works and Pensions staff.

## Values & Behaviours

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, this means in our work we are:

**Connected: We put Swindon and its people at the heart of everything we do.**

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, “is what I am doing in the best interests of Swindon and its people,”?

**Resilient: We are forward thinking and work smart**

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

**Brave: We respect and work together with our colleagues and customers to achieve success**

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

**Other Key Features of the role**

Generally office based working on pcs. Can involve home working and meetings with customers.

**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)

- Office work with Pcs
- May be required to work one Saturday morning per month (9am until 1pm)
- If required to make visits (in pairs) awareness and following safe working procedures

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