

## Kent County Council

### Job Description: *Income Recovery Officer*

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**Directorate:** Chief Executive's Department  
**Unit/Section:** Finance Division / Financial Assessment & Income Unit  
**Location:** Maidstone or Broadstairs  
**Grade:** KSD  
**Responsible to:** Income Recovery Team Manager

#### **Purpose of the Job:**

Working within a team responsible for the recovery of income following non-payment of an invoice. You will, through excellent technical knowledge and a pro-active approach, improve income collection and reduce debt owed to the authority. You will be responsible for quickly building rapport with people we support whilst assisting with a wide range of in-depth queries in a professional, diplomatic and supportive manner.

#### **Main duties and responsibilities:**

1. Provide the front-facing role for all people approaching the Financial Assessment & Income Unit, dealing with high volumes of contact with the public promptly and sensitively using a customer focused approach.
2. Work to agreed targets to recover monies owed to the authority as a result of the non-payment of invoices, ensuring you work in accordance with Kent County Council processes and policy.
3. Use a variety of methods to resolve disputes, accurately recording resolutions and escalating those disputes which remain unresolved.
4. Accurately and efficiently communicate with debtors and authorised third parties to ensure the payment of monies owing.
5. Work in conjunction with internal and external stakeholders to advance the collection of income and resolve ongoing payment difficulties.
6. Negotiate and agree instalment plans to maximise income collected for the authority.
7. Process, maintain and monitor financial records. Ensure accuracy and timely progression with every case that you come into contact with.
8. Following internal processes, identify cases for potential write off and complete the necessary documentation for approval.

9. Any other duties and responsibilities within the range of the salary grade.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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### Person Specification: *Income Recovery Officer*

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The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	<b>CRITERIA</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Educated to minimum GCSE level 4 in English and Mathematics or equivalent</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working within an administrative environment and/or front facing customer service.</li> <li>• Experienced finance professional who has led in the recovery of debt in accordance with relevant legislation</li> </ul>
<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>• Excellent analytical, accuracy, numeracy, and calculation skills.</li> <li>• Excellent Customer Service skills and confident telephone manner.</li> <li>• Ability to maintain confidentiality at all times.</li> <li>• Ability to take a methodical and analytical approach.</li> <li>• Ability to understand the requirements of accurate receipting.</li> <li>• Excellent IT skills in Microsoft Office.</li> <li>• Good organisational skills and time management skills.</li> <li>• Positive individual who engages well with colleagues and fosters excellent team spirit.</li> <li>• Ability to deliver in a target led environment, prioritise and work to deadlines.</li> <li>• Ability to converse professionally with individuals at all levels of seniority and from different disciplines</li> <li>• Able to effectively manage customer enquiries, adapting communication style as required.</li> <li>• Excellent negotiation and dispute resolution skills</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Awareness of the General Data Protection Regulation (GDPR) and information handling and sharing.</li> </ul>

	<ul style="list-style-type: none"> <li>• Awareness of the authority's debt recovery policy.</li> <li>• Knowledge of safeguarding the financial affairs of vulnerable people</li> </ul>
<p><b>Kent Values and Cultural Attributes</b></p>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• We are <b>brave</b>. We do the right thing, we accept and offer challenge</li> <li>• We are <b>curious</b> to innovate and improve</li> <li>• We are <b>compassionate</b>, understanding and respectful to all</li> <li>• We are <b>strong together</b> by sharing knowledge</li> <li>• We are all <b>responsible</b> for the difference we make</li> </ul> <p><b>Our values enable us to build a culture that is:</b></p> <ul style="list-style-type: none"> <li>• <b>Flexible/agile</b> - willing to take (calculated) risks and want people that are flexible and agile</li> <li>• <b>Curious</b> - constantly learning and evolving</li> <li>• <b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all</li> <li>• <b>Working Together</b> - building and delivering for the best interests of Kent</li> <li>• <b>Empowering</b> - Our people take accountability for their decisions and actions</li> <li>• <b>Externally Focused</b> - Residents, families and communities at the heart of decision making</li> </ul>