

Kent County Council

Job Description: Income Recovery Visiting Officer

Directorate: Chief Executive's Department
Unit/Section: Finance Division / Financial Assessment & Income Unit
Grade: KR8
Responsible to: Income Recovery Team Manager

Purpose of the Job:

Working with a team responsible for the recovery of income following non-payment of an invoice. You will through excellent technical knowledge, and face to face communication, improve income collection and reduce debt owed to the Authority. You will be expected to provide guidance and options available for a debtor to reduce their debt and reach solutions on complex disputes.

Main duties and responsibilities:

1. Provide the front-facing role for the collection of income. You will advise on, and assist with, payment options to reduce debt owed to the Authority.
2. To engage in active signposting of people to appropriate agencies (e.g. Citizens Advice Bureau/Step Change) for help with debt advice and support.
3. Support with the training and continuous development of the Income Team using the best practices to reduce debt owed to the Authority.
4. Apply knowledge of the process of debt recovery and understanding of the relevant legislation to ensure that you resolve disputes with the Debtor amicably where possible. When Debtors do not satisfactorily engage then escalate matters to the Team Manager and put forward suggestions for progression.
5. Accurately and efficiently communicate with customers and authorised third parties to ensure the payment of arrears, including face to face visits.
6. Pro-actively monitor and escalate accounts to prepare for litigation.
7. Maintain detailed case records for the purpose of continuity of casework, information retrieval, and statistical monitoring.
8. 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 Visiting Officer

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be short-listed. Applicants should describe in their application how they meet these criteria.

	CRITERIA
Qualifications	<ul style="list-style-type: none">• Educated to A level / NVQ 3 or equivalent and / or proven ability to deliver the requirements of the post.
Experience	<ul style="list-style-type: none">• Experience of working within an administrative environment and/or front facing customer service.• Experience of working in a role providing financial advice and guidance to vulnerable people.• Experience in a financial environment e.g. Banking, Financial Reconciliations, Credit Control or Performance Monitoring.• Previous experience of working within a finance function, using a range of financial systems• Experienced finance professional who has led in the recovery of debt in accordance with relevant legislation.
Skills and Abilities	<ul style="list-style-type: none">• Excellent analytical, accuracy, numeracy, and calculation skills.• Excellent Customer Service skills and confident telephone manner.• Ability to maintain confidentiality at all times.• Ability to take a methodical and analytical approach.• Excellent IT skills in Microsoft Office.• Good organisational skills and time management skills.• Positive individual who engages well with colleagues and fosters excellent team spirit.• Ability to deliver in a target led environment, prioritise and work to deadlines.

	<ul style="list-style-type: none"> • Ability to converse professionally with individuals at all levels of seniority and from different disciplines. • Able to effectively manage customer enquiries, adapting communication style as required. • Excellent negotiation and dispute resolution skills. • Ability to analyse and interpret complex data, provide clear and accurate advice to customers regarding their individual situation. • Ability to explain financial terms and complex issues in a clear and concise manner to both service users and staff. • Ability to establish rapport with people and their representatives with tact and diplomacy, using excellent communication and listening skills and sensitive approach. • Ability to prepare cases for litigation where required. • Ability to travel across a wide geographical area in a timely and flexible manner, in accordance with the needs of the service.
Knowledge	<ul style="list-style-type: none"> • Awareness of the General Data Protection Regulation (GDPR) and information handling and sharing. • Awareness of the authority's debt recovery policy. • Awareness of litigation and the associated process • Knowledge surrounding the charging arrangements for those clients known to Adult Social Care. • Knowledge of safeguarding the financial affairs of vulnerable people
Kent Values and Cultural Attributes	<p>Kent Values:</p> <ul style="list-style-type: none"> • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all • We are strong together by sharing knowledge • We are all responsible for the difference we make

	<p>Our values enable us to build a culture that is:</p> <ul style="list-style-type: none">• Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile• Curious - constantly learning and evolving• Compassionate and Inclusive - compassionate, understanding and respectful to all• Working Together - building and delivering for the best interests of Kent• Empowering - Our people take accountability for their decisions and actions• Externally Focused - Residents, families and communities at the heart of decision making
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