

Kent County Council

Job Description: *Income Recovery Team Manager*

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| Directorate: | Chief Executive's Department |
| Unit/Section: | Finance Division / Financial Assessment & Income Unit |
| Grade: | KR10 |
| Responsible to: | Income Manager |

Purpose of the Job:

Working within the Financial Assessment and Income Unit you will be responsible for the management of an Income Recovery team, ensuring an effective debt recovery process with a view to reducing debt accrued and maximising cash flow for the authority.

You will be supporting the Income Manager in the efficient and effective management of a team of Officers responsible for the recovery of income owed to the Authority.

Main duties and responsibilities:

- Provide the front-facing role for all people approaching the Financial Assessment and Income Unit, dealing with high volumes of contact with the public promptly and sensitively using a customer focussed approach. This will include face-to-face contact with debtors.
- Manage a team focusing on the collection of outstanding debt owed to the authority in accordance with policy and legislation, including the referrals to legal services.
- Develop effective relationships with all directorates to ensure operational issues are resolved at the earliest stage. Lead on developing processes to improve these relationships.
- Develop new and innovative performance reports based on experience and best practice through the utilisation of business intelligence tools. Producing accurate and understandable reports with relevant narrative to ensure the debt / income position is fully understood by all those involved.
- Lead and support the team in the induction and training of new team members. The outcome must be that new team members are able to perform effectively in their role. Provide accurate guidance and advice to officers ensuring that they work within the required procedures, and legislation.
- Continuously review process / procedures in place for improved efficiencies, leading on change to improve income recovery.
- Be fully conversant with the billing process. Understand the authority's process for collection of debt.
- Lead for the documentation and authorisation of the write off documents.
- 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 Team Manager*

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 |
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| QUALIFICATIONS | <ul style="list-style-type: none"> • Educated to A level / NVQ 4 or equivalent and / or proven ability to deliver the requirements of the post • Achieved Kent Manager qualification or equivalent and / or considerable relevant management experience |
| EXPERIENCE | <ul style="list-style-type: none"> • Experience of working within an administrative environment and / or front facing customer service • Experience of working within a performance and monitoring environment • 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 • Experience of working in a customer focused setting such as Welfare Benefits, Citizen's Advice, Office of the Public Guardianship, Local Government Social Care Ombudsman, within the banking industry / credit control • Previous experience of working within a finance function, using a range of financial systems • Previous experience of managing a varied workload including responsibility for individual projects • Experienced finance professional who has led in the recovery of debt in accordance with relevant legislation • Experience of the management and coordination of income related matters • Previous Supervisory Experience |
| SKILLS AND ABILITIES | <ul style="list-style-type: none"> • Excellent analytical, accuracy, numeracy, and calculation skills • Excellent IT skills in Microsoft Office • 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 • Able to effectively manage customer enquiries, adapting communication style as required • Ability to sensitively manage challenging situations and difficult conversations • Excellent negotiation and dispute resolution skills |

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| | <ul style="list-style-type: none"> • Ability to analyse and interpret complex data, provide clear and accurate advice to customers regarding their individual situation • Ability to create and manipulate information to present data in a variety of formats • 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 • Be able to support and mentor team members to include their full induction and training enabling competency • Strong organisational and time management skills with the ability to work under pressure, being self-motivated and able to use own initiative under minimal supervision • 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 • Ability to work as part of a diverse management team |
| KNOWLEDGE | <ul style="list-style-type: none"> • Awareness of the authority's debt recovery policy • Awareness of litigation and the associated process • Awareness of Kent County Council and the role of Adult Social Care within Local Government • Detailed knowledge and understanding of the General Data Protection Regulation (GDPR) • Good knowledge of the staff management procedures |
| 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> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p> |