**Job Profile Information: Corporate Credit Control Officer**

**Level 3 Zone 1**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role Purpose:**

Being the expert point of contact for debt collection in the Council to provide a cost effective and performance focussed credit control service across all directorates of the Council, supporting the Credit Control Manager in reducing the overall level of debt in the Council, supporting the Billing manager in ensuring billing processes and policies are fit for purpose and by assisting the Income Manager to ensure payment methods and reconciliations are appropriate for the daily job.

**Example outcomes or objectives that this role will deliver:**

* To manage all Council’s services and business relationships ensuring outstanding billing queries are resolved so that debts are collected on time;
* The post holder will independently manage all aspects of debt recovery across all areas of debt.
* Working with the Credit Control Manager, Billing and Income Generation Manager, the post holder will work to develop and implement any changes in collection policy by also contributing to the development of billing and collection policies, procedures and debt recovery strategies.
* Responsible to instigate and conduct cases of appointeeship.
* Prepare relevant paperwork and attend court hearings on behalf of Camden ensuring Pre Action Protocol has been adhered to.
* Provide day to day debt recovery advice to all internal and external stakeholders.
* Proactively contact customers and carry out regular call campaigns to debtors.
* Produce regular updates and reports on relevant areas of responsibility.
* Continuously review the way in which debts are recovered and provide imaginative ways in which to improve the process that can be taken forward by the line manager.
* To acquire and maintain a thorough understanding of statutory and local legislation for all the types of debts the team is responsible for, the office computer systems, security measures and office policies and procedures, so that the following duties are carried out accurately and correctly.
* Prioritise, manage and undertake any other duties that the post holder might reasonably be expected to perform.

**Delivering a customer focused service**

* Prioritise and deal with any queries and liaise with legal debt collectors, bailiffs, members of the public, debtors and council officers concerning the recovery of debt.
* Continuously manage, monitor and review debt accounts you have been set to be responsible for, using judgement regarding the financial viability of recovery.
* Provide advice and support to service users as necessary, to ensure they understand the debt recovery processes and its implications.
* Prioritise and deal with all the correspondence, telephone enquiries and complaints.
* Support the team when required and support colleagues when needed.

**Innovation (decision making and creativity)**

* The post holder will be required to consistently work in an innovative way that explores possibilities for service improvement and efficiencies whilst always keeping themselves up to date with all the legal and legislation changes that affect the recovery of the debt.
* Work is carried out within policy frameworks where there is a degree of choice and where advice is not always available and the post holder will need to be able to deal with it independently.

**People Management Responsibilities:**

The postholder has no staff management responsibilities.

**Relationships:**

The post holder will be required to liaise with various teams and services across and outside the Council. Key contacts are likely to include:

* Members of the Public
* Elected Members
* Court Services, barristers, solicitors, judges.
* Police
* Emergency Services
* External Agencies and Bodies e.g. Citizen’s Advice Bureau,
* Charities
* Government Departments e.g HMRC and DWP
* Council’s Debt Recovery Agents and bailiffs
* External Contractors and Consultants
* Teams and services across the Council
* Senior Managers.
* Vulnerable people (e.g. Adult Social Care Clients)

**Work Environment:**

* The post holder is required to work flexibly, adjusting their own workload to meet individual work targets and the priority demands of the team.
* The post holder will need to maintain specialist knowledge in order to meet the requirements of the role.
* The post holder will be based in an office environment
* On occasion the post holder will be required to attend debtor premises to achieve the recovery of debt.

**Technical Knowledge and Experience:**

* Good knowledge of central government welfare benefits and social care legislation, commercial rents legislations, housing rents legislation and any legislation related to any sundry debt services.
* Experience in understanding and using the corporate sales ledger and accounts receivable systems, Adults' Services and Income section's IT systems with the ability to create and maintain data and info in the relevant systems.
* Experience within debt management and the recovery of debts.
* Experience of working in teams and using own initiative to undertake day to day tasks in line with the team's and the organisation's policies and procedures.
* Experience of using IT and Financial IT systems in chasing customer debt.
* Self-motivated to exceed expectations on performance.
* Experience of working in a high pressured dynamic environment.
* Ability to identify issues and use initiative to solve problems.
* Team player with willingness to help others and go above and beyond their formal role.
* Ability to provide training for all service users and colleagues;

**Leadership Behaviours**

* Inspire
* Politically astute
* Develop people
* Collaborate
* Drive quality and value
* Influence