

Debt Collection Assistant, Part time (11.25 hours per week)

Grade 4 (SCP 16-22, £21,661 - £25,855 pro rata), commencing on point 16

We are seeking to recruit to the position of Debt Collection Assistant (part-time), the successful candidate will be the main point of contact for telephone calls, emails and other correspondence from customers. You will also provide an efficient and effective income collection service undertaking a full range of debt recovery and management processes to enable residents and customers to reduce their level of arrears.

Successful candidate must have 3 GCSE's (including English and Mathematics, Grade C or above/equivalent) and have experience in the provision of a customer focused service, with the ability to communicate effectively.

Application packs can be obtained from the HR Department on 696455, downloaded from www.douglas.im or collected from the Henry Bloom Noble Library. Closing date for the receipt of completed applications is 5.00 pm, Friday, 31st March 2017.

DOUGLAS BOROUGH COUNCIL – JOB EVALUATION SCHEME

JOB DESCRIPTION

GRADE 4 (SCP 16 – 21)

DEPARTMENT	Finance
SECTION	Income Services
DESIGNATION	Debt Collection Assistant (permanent part-time role)
REPORTS TO	Income Services Officer
HOURS OF DUTY	11.25 hours per week: Tues /Wed / Thurs (9.30 am - 1.15 pm)

MAIN PURPOSE OF THE ROLE

Provide an efficient and effective income collection service undertaking a full range of debt recovery and management processes to enable residents and customers to reduce their level of arrears. Promote the timely payment of rents, service charges, the Borough Rate, invoices and other monies. Provide cover as required.

SUMMARY OF RESPONSIBILITIES AND PERSONAL DUTIES

1. Main point of contact for telephone calls, emails and other correspondence from customers, dealing with the majority of routine queries on sundry debtor issues directing complex enquiries to the correct section, where necessary.
2. Ensure the income and debt monitoring function is performed promptly and in an accurate, efficient, effective and economical manner.
3. Ensure the accurate and timely processing and validation of financial transactions and control documents.
4. Work with senior managers to maximise and secure income due to the Council by taking effective and timely recovery action, including the preparation of documentation for referral to the Small Claims Court or the Council's Advocate for action and maintain records of Court action taken.
5. Maintain a high level of confidentiality and security of information, adhering at all times to the requirements of legislation and Council policies and procedures.
6. Maintain and update the system and other records with relevant details regarding all payments, correspondence and action. Post and issue payment receipts including cash, cheques, BAC's, etc.
7. Carry out searches for debtors as required using the Council's internal systems and sources combined with external data sources.

8. Assist with the preparation and implementation of the rates billing and collection process including the maintenance of rating records.
9. Establish and maintain working relationships with internal and external contacts
10. Establish, promote and maintain a good working relationship with the Treasury, Property Registry, Coroner's Office, Advocates, Members of Council and internal officers.
11. Work effectively as part of a multi-functional team with the ability to assist in other areas of work as may from time to time be required so as to ensure no backlogs develop.
12. Maintain information and administration systems including filing, storage and retrieval.
13. Assist with the training of new and temporary staff when required.
14. Provide cover in the absence of the Income Services Officer and Cashiers, when required.
15. Gain an understanding of the other tasks performed within the Section.
16. To have an awareness of up-to-date AML legislation.
17. Be aware of the Council's accounting policies and procedures and bring to the attention of the Director of Finance any infringements or suspicions of malpractice.
18. Ensure equality of opportunity for all people, in service provision and in employment, and to work in a non-discriminatory manner in accordance with the Council's Equal Opportunities Policy.
19. Compliance with the provisions of the Isle of Man Data Protection Act 2002, the Computer Misuse Act 1990, Council policies, procedures, Standing Orders and Financial Regulations, other relevant legislation and Committee procedures in carrying out the requirements of this role.
20. Responsible for the health and safety of the staff of the Income Section and for the safety of the public and other staff who come into contact with any aspect of Income duties being undertaken.
21. Participate fully in discussions relating to any changes deemed necessary to the job description, reaching mutual agreement to any reasonable changes with the Council reserving the right to implement reasonable changes to the job description after consultation with the post holder, if not agreed by mutual consent.
22. Such other duties within a similar level of responsibility as may from time to time be required by the Income Services Officer.

SELECTION CRITERIA

Essential

1. 3 GCSE's, including English and Mathematics, Grade C or above or equivalent.
2. Knowledge and understanding of maximising income and debt collection including income recovery techniques.
3. Experience of providing a customer focused service and ability to communicate effectively.
4. Good numeracy skills, accuracy and attention to detail.
5. Ability to maintain accurate manual / computer records.
6. Good interpersonal skills and the ability to work as part of a team.
7. Self-motivated, innovative and capable of working under pressure with minimum supervision as well as to strict deadlines.
8. IT skills and experience in the use of financial accounting software packages.
9. Flexible in respect of working hours, if required.

Desirable

1. Experience of Local Government.
2. A good understanding of the operations and functions of a local authority.
3. Knowledge of the Council's Standing Orders, Financial Regulations and the Isle of Man Government Procedures for Capital Projects (including requirements for Petitioning purposes).
4. Political sensitivity.

FOR OFFICE USE:

Signed	_____ (Employee)
Signed Line Manager	_____ (Income Services Officer)
Signed Chief Officer	_____ (BT)
Date	_____
Executive Committee approval (date)	N/A
COMT Approval	N/A
Evaluation (date)	N/A
Revised	08/15