

Job Description and Person Specification

Role: Enforcement Officer



Job Description

Job Title	Enforcement Officer
Grade	4
Service	Revenues and Benefits
Reports to	Revenues Team Managers
Location	Friargate House
Job Evaluation Code	



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Provide a high quality, proactive, and commercially aware customer focused service in the collection and enforcement of all debts due to the City Council in accordance with legislative and procedural frameworks. Investigate the financial and employment position of debtors, and prepare appropriate cases for the levy of distress, committal, and insolvency.

Main Duties & Key Accountabilities

Core Knowledge

- Proactively contact debtors to discuss payment of all debts, establish a profile of each debtor in order to pre-validate cases. This will help prevent debtors getting into further debt and will establish information if the case needs to be referred to external partnerships.
- Work towards achieving personal and service targets in order to achieve local performance indicators, key performance indicators, corporate and national indicators on collection and raise the profile of the service throughout the city.
- Identify vulnerable cases promptly reducing the likelihood of taking punitive action.
- Initiate recovery proceedings for all debts and attend the help desks in Courts to interview debtors, make payment arrangements and apply online for judgements and awards. Help Court Officers with any evidence and technical questions in defence of any judgement.
- Gather vital information by outbound calling on serious debt or invite debtors, where necessary, to a personal interview to discuss financial circumstances and payment of all debts owed and to agree payment plans.
- Monitor your own caseload and use own discretion and initiative to take next appropriate action and warn of legal action and organise and collate all legal documents, assets, equity, company and credit searches, proof of earnings and proof of debt forms for committal, bankruptcy and insolvency and pass to Court Officers.
- Refer cases to external Enforcement Agents or Court Officers. Liaise with them where problems arise and discuss with a Revenues Manager if necessary.
- Provide advice and guidance by telephone and in writing on debt counselling and benefits, referring hardship cases to Welfare and Benefits Advice when necessary.
- Apply for attachments of earnings and benefits, in line with legal and operational standards.

- Recommend accounts for write off in appropriate cases in line with policies and with draw summons and costs and suppress enforcement action where necessary and update all computer systems.
- Liaise with other departments of the City Council, other external bodies and agencies such as Works and Pensions, Inland Revenue, Fraud, external Enforcement Agents, Insolvency Practitioners Solicitors and Tracing Agencies.
- Manage shifting work priorities and provide statistical, financial and work analysis to Revenues Managers as requested.
- Follow-up suspicious or fraudulent claims for discounts or exemptions.
- Maintain an up to date knowledge of relevant legislation, case law, Council policies and divisional guidelines through circulars, qualifications, IRRV Forums, training, and guidance from Revenues Managers and trainers and apply this knowledge to specific cases.
- Contribute to the maintenance of effective office procedures, document filing systems and design of forms and documents.
- Comply with Revenues and Benefits office standards and assist with the training of new staff and provide guidance and support to less experienced staff.
- Assist on the Revenues Customer Service Enquiry Team as directed.
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External Financial Support Agencies Enforcement Agents External Stakeholders	Internal Court Officers Council Tax Team Business Rates Team Benefits Team Customer Services Internal Stakeholders
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Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

No direct reports

Person specification

Job Evaluation Code	
Knowledge	
How to provide an efficient, customer focused service	
Debt Collection	
Legislation, regulations, case law and computer systems	
The importance of performing your duties in order to comply with legislative requirements	
All Debt Schemes	
Office systems and procedures	
Performance management, accuracy and quality monitoring	
Best Value and what it means to Local Government	
The City Council's Equal Opportunities policy	
Skills and abilities	
Ability to demonstrate organisational and decision-making skills	
Ability to listen and use counselling skills to help customers and staff	
To communicate effectively, verbally and in writing, with customers and staff	
To train and support staff	
To work with others in support of management team to plan and co-ordinate work in order to achieve targets and deadlines	
To work accurately under pressure and comply with standards set down	
To use own discretion to make decisions by referring to Divisional and departmental guidelines	
To assist with the implementation and development of new technology in the Division	
To provide statistical information to the Team Manager	

To contribute to the Division by suggesting improvements to procedures and policies
To use a personal computer and associated software such as a word processing, excel packages
To work and conduct yourself in a responsible and professional manner in accordance with the Revenues and Benefits Office standard document
The ability to promote the City Council's Equal Opportunity Policy
Experience
Of Balancing and analysing accounts
Applying organisational skills with limited supervision
Of learning understanding and applying training, guidance and advice on legislation, regulations and case law, and the computer system
Working under pressure to tight time deadlines in a busy office environment, with limited supervision, promoting and maintaining a good team spirit
Dealing with complex customer enquiries on the telephone, by letter and face to face
Working within a legislation-controlled environment
Qualifications
Good standard of education particularly with numeracy and literacy skills
Special Requirements
This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).

Date Created	March 2023	Date Reviewed	
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