



Coventry City Council

Job Description

Vacancy Reference No:

Job Title:	Enforcement Officer	Job Number:	P1006D
Service:	Revenues and Benefits	Post Number:	Various
Location:	Friargate House	Grade:	4

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.

Job Purpose:

1. To provide a high quality, proactive, and commercial aware customer focussed 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 and Responsibilities:

1. 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.
2. 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.
3. Identify vulnerable cases promptly reducing the likelihood of taking punitive action.
4. 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.
5. 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.
6. 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.

7. Refer cases to external Enforcement Agents or Court Officers. Liaise with them where problems arise and discuss with a Revenues Manager if necessary.
 8. Provide advice and guidance by telephone and in writing on debt counselling and benefits, referring hardship cases to Welfare and Benefits Advice when necessary.
 9. Apply for attachments of earnings and benefits, in line with legal and operational standards.
 10. 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.
 11. 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.
 12. Manage shifting work priorities and provide statistical, financial and work analysis to Revenues Managers as requested.
 13. Follow-up suspicious or fraudulent claims for discounts or exemptions.
 14. 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.
 15. Contribute to the maintenance of effective office procedures, document filing systems and design of forms and documents.
 16. Comply with Revenues and Benefits office standards and assist with the training of new staff and provide guidance and support to less experienced staff.
 17. Assist on the Revenues Customer Service Enquiry Team as directed.
 18. Any other duties and responsibilities within the range of the salary grade.
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The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

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

Responsible for:

Responsible to: Revenues Team Managers

Date Reviewed: July 2020

Updated: January 2021



Coventry City Council

Person Specification

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Service:	Revenues and Benefits	Post Number:	Various
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Area	Description
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Knowledge:	<ul style="list-style-type: none"> • How to provide an efficient, customer focussed service
	<ul style="list-style-type: none"> • Debt Collection
	<ul style="list-style-type: none"> • Legislation, regulations, case law and computer systems
	<ul style="list-style-type: none"> • The importance of performing your duties in order to comply with legislative requirements
	<ul style="list-style-type: none"> • All Debt Schemes
	<ul style="list-style-type: none"> • Office systems and procedures
	<ul style="list-style-type: none"> • Performance management, accuracy and quality monitoring
	<ul style="list-style-type: none"> • Best Value and what it means to Local Government
	<ul style="list-style-type: none"> • The City Council's Equal Opportunities policy

Skills and Abilities	<ul style="list-style-type: none"> • Ability to demonstrate organisational and decision-making skills
	<ul style="list-style-type: none"> • Ability to listen and use counselling skills to help customers and staff
	<ul style="list-style-type: none"> • To communicate effectively, verbally and in writing, with customers and staff
	<ul style="list-style-type: none"> • To train and support staff
	<ul style="list-style-type: none"> • To work with others in support of management team to plan and co-ordinate work in order to achieve targets and deadlines
	<ul style="list-style-type: none"> • To work accurately under pressure and comply with standards set down
	<ul style="list-style-type: none"> • To use own discretion to make decisions by referring to Divisional and departmental guidelines
	<ul style="list-style-type: none"> • To assist with the implementation and development of new technology in the Division
	<ul style="list-style-type: none"> • To provide statistical information to the Team Manager
	<ul style="list-style-type: none"> • To contribute to the Division by suggesting improvements to procedures and policies
	<ul style="list-style-type: none"> • To use a personal computer and associated software such as a word processing, excel packages
	<ul style="list-style-type: none"> • To work and conduct yourself in a responsible and professional manner in accordance with the Revenues and Benefits Office standard document

	<ul style="list-style-type: none"> • The ability to promote the City Council's Equal Opportunity Policy
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Experience:	<ul style="list-style-type: none"> • Of Balancing and analysing accounts
	<ul style="list-style-type: none"> • Applying organisational skills with limited supervision
	<ul style="list-style-type: none"> • Of learning understanding and applying training, guidance and advice on legislation, regulations and case law, and the computer system
	<ul style="list-style-type: none"> • Working under pressure to tight time deadlines in a busy office environment, with limited supervision, promoting and maintaining a good team spirit
	<ul style="list-style-type: none"> • Dealing with complex customer enquiries on the telephone, by letter and face to face
	<ul style="list-style-type: none"> • Working within a legislation-controlled environment

Educational:	Good standard of education particularly with numeracy and literacy skills
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Special Requirements:	
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Date Reviewed: July 2020

Updated: January 2021