

Job Description and Person Specification

Enforcement Officer

Job Details	
Grade	4
Service	Revenues & Benefits
Location	City Wide
Job Evaluation Code	P1006D

Coventry City Council Values
<p>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:</p> <p>Open and fair: We are open, fair and transparent.</p> <p>Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.</p> <p>Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.</p> <p>Create and innovate: We embrace new ways of working to continuously improve the services we offer.</p> <p>Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.</p> <p>Value and respect: We put diversity and inclusion at the heart of all we do.</p>

Job Purpose

The Council's Enforcement Team help the Council to fund vital services by ensuring we maximise the collection of various income streams, including council tax, business rates, and housing benefit overpayments.

You will work collaboratively with a variety of individuals and organisations, using a range of skills and legislative measures to support those who can't pay and pursue robustly those who can pay.

You will deliver excellent customer service, as well as supporting some of Coventry's most vulnerable residents, whilst maximising revenue collection for the council.

Key Responsibilities and Accountabilities

Responding to inbound telephone calls, letters and emails. Provide advice and guidance on benefit applications, referring hardship cases to welfare and benefits advice where necessary.

Working with a diverse range of customers, organisations, partners and stakeholders to manage the Council income streams.

Engaging excellent interpersonal and communication skills in dealing professionally and sensitively with all income casework. To include gathering information about customers and their unique circumstances.

Supporting our most vulnerable customers in achieving sustainable financial positions and affordable payment plans.

Initiating recovery procedures for all debts, and assisting debtors at court helpdesks. Supporting the Court Officers with evidence and technical questions in defence of judgements.

Using experience, intuition and sound judgement to determine the most appropriate income management strategies on individual accounts.

Keeping up to date with relevant legislation, case law, Council policies and divisional guidelines.

Follow-up suspicious or fraudulent claims for discounts or exemptions.

Complying with office standards and assist with the training of new staff and provide guidance and support to less experienced staff.

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
<p>Post holders will be accountable for</p> <ul style="list-style-type: none"> • 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. • attending any training and undertake any development activities that are identified as mandatory/beneficial to their role. • any other duties and responsibilities within the range of the salary grade.

Responsible for
No direct reports.

Person Specification	
Requirements	
Knowledge	Possess knowledge of an efficient, customer focused service.
Knowledge	Possess knowledge of Council tax, housing benefit and business rates legislation, associated case law and debt recovery practices.
Knowledge	Have knowledge of local authority IT systems such as Capita Academy, NEC Enterprise and Businessworld.
Knowledge	Possess knowledge of using ICT software such as Microsoft Outlook, Word and Excel.
Skills And Ability	Possess organisational and decision-making skills.
Skills And Ability	Possess excellent communication skills and the ability to converse with customers and stakeholders in person, virtually and in writing.
Skills And Ability	Have the ability to train and support colleagues.
Skills And Ability	Possess the ability to use own discretion to make decisions by referring to Divisional and departmental guidelines.
Experience	Have experience of working independently and as part of a team.
Experience	Have experience of learning and applying training, guidance and advice on legislation, regulations and case law, and the computer system.

Experience	Maintain the ability to remain calm and professional in demanding situations and tight deadlines.
Experience	Be able to communicate effectively, both orally and in writing.

Disclosure and Barring Service (DBS)			
Does the role require a DBS check? Yes			
Find out which DBS check is right for your employee - GOV.UK			
And if so, which type?			
Basic Check <input checked="" type="checkbox"/>	Standard Check <input type="checkbox"/>	Enhanced Check <input type="checkbox"/>	Enhanced + barred list check <input type="checkbox"/>

Declaration			
Reviewed/Created By:	Andrew Stinton		
Job Title:	Revenues Recovery Manager	Date:	21/03/2025