

## Job Description and Person Specification

### Enforcement Officer

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

#### 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

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, housing benefit overpayment and business rates. We work collaboratively with a range of individuals and organisations. You'll use a range of skills and legislative measures to support those who can't pay and pursue robustly those who can pay.

#### Main Duties & Key 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

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**

No direct reports.

**Person Specification**

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

Experience	part of a team.
	Have experience of learning and applying training, guidance and advice on legislation, regulations and case law, and the computer system.
	Maintain the ability to remain calm and professional in demanding situations and tight deadlines.
	Be able to communicate effectively, both orally and in writing.