

Job Description

Job Title		Income Officer Level 2			
Service Area		Revenues, Benefits & Transactional Centre		Function	Debt Collection
Team	Financial Assessments	Post number	PB148	Grade	LBR 5
Reports to		Head of Debt Collection			
Responsible for (include people and resources)					
Purpose of Job					
The post holder is required to assist with the effective and efficient invoicing and collection of Social Care Charges owed to the Council's Adult Social Services service area.					
Maintain regular client liaison with staff from Adult Social Services and Legal service areas.					
Major duties and responsibilities					
The post holder is part of a Team which assist in the collection of a diverse range of Home Care, Residential Care and Day Care Social Care Fees and Charges which are collected on behalf of the Council's Adult Social Services (ASS) service area.					
The key responsibilities of this post are:					
Working as part of a team to ensure the efficient, effective and timely collection of fees and charges and the appropriate pursuit of arrears in accordance with the recovery plans agreed with ASS. This involves maintaining regular liaison with ASS staff including discussing individual cases with the ASS Appointeeship & Court of Protection Team and Social Workers, negotiating effective payment plans with service users and/or their relatives/representatives, taking telephone payments, liaising with Debt Collectors, Legal, solicitors and next of kin.					
Checking invoices, adjustment and amendment notices and reminder notices before posting.					
Carrying out Probate Office searches.					
Preparing reports to ASS for the write-off of uncollectable debts. Updating the ASH Debtors System after the write-offs have been approved.					
Helping the Senior Financial Assessments Collection Officer to prepare cases to enable Legal to take court action.					
Contributing to the aims and objectives of the Team, helping to develop and implement Service-wide policies and strategies aimed at creating a customer focused culture committed to continuous improvement and high quality, timely outputs. An ability to multi task and determine quickly changing priorities is essential.					
Ensuring Health and Safety standards are maintained.					
Promoting and being committed to the principles of Equality and Diversity, IT Security and other Council Policies.					

Performing other such duties of a similar nature as may be required from time to time.

The council operates a non-smoking policy.

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Additional Information

The post holder is required to support the team on a rota basis to provide customer access between 08:30 a.m. until 5:00 p.m. daily.

Person specification

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<i>Method of candidate assessment: A = Application Form I = Interview T = Test</i> <i>Weighting: 3 = most important, 2= least important</i>					
Selection Criteria				A - I - T	Weighting
Education and Qualifications:					
Good standard of literacy and numeracy.				A	2
Experience/Knowledge/Skills/Competencies:					
Good communication skills, both verbally and in writing.				A, I	3
Computer skills including knowledge of all Microsoft products with particular reference to Microsoft Word & Excel.				A, I	2
Ability to work flexibly on own initiative to effectively prioritise workloads to meet deadlines.				A, I	3
Demonstrate an understanding of customer needs and expectations, acting on feedback.				A, I	2
Ability to deal effectively with difficult customers and always promote a positive image of the service, being tactful and/or firm when required.				A, I	3
Ability to establish and maintain a good working relationship with team members, colleagues in other departments and customers to deliver a high quality, efficient service.				A, I	3
Demonstrate a commitment to effectively promote equality and diversity into the services and an understanding of these issues in the delivery of our services.				A, I	2
Other job requirements:					
Supporting the team on a rota basis to provide customer access between 08:30 a.m. until 5:00 p.m. daily.					