London Borough of Redbridge

Role Description and Person Specification

Role Title:	Revenues Officer - Recovery		
Directorate:	Revenues, Benefits and Transactional Centre	**Grade:**	LBR 5
Department:	Resources	**Hours/weeks:**	36 hours/52.14 weeks
Function:	Council Tax recovery.	**Post number:**	PB0079,PB0114,PB0311
Team:	Revenues - Recovery	**Base/location:**	Lynton House, Ilford / Hybrid
Reports to:	Recovery Team Leader		
Responsible for:	No direct line management, but may support trainees, temporary staff and work placement employees on occasion.		
Role and Context			
Overall Role Purpose:	To support the effective, fair and lawful collection of unpaid Council Tax by managing accounts in arrears from the initial recovery stages through to appropriate post-liability order action. The postholder will investigate cases, negotiate payment, make evidence-based decisions and work with residents, colleagues and external partners to maximise collection while recognising vulnerability and financial hardship. • Manage a substantial and varied caseload and progress cases promptly. • Apply legislation, policy and procedures consistently. • Negotiate realistic payment arrangements and provide advice and signposting. • Prepare cases for liability order hearings and attend court when required. • Progress deductions from earnings or benefits, enforcement agent action, tracing and referrals for advanced recovery. • Support complex and high-value cases, including charging orders, bankruptcy and committal, under senior direction. • Ensure recovery action is proportionate, compliant and takes account of vulnerability.		
Role Context:	The role supports the Council's objective of maximising Council Tax collection and reducing arrears. It requires regular contact with residents in difficult circumstances and close working with courts, enforcement agents, tracing providers, insolvency practitioners and internal teams. Firm and timely recovery must be balanced with fair treatment, accurate decisions and appropriate support.		

Key Accountabilities and Result Areas	
Strategy and Planning	• Organise and prioritise the caseload to meet deadlines, quality standards and collection targets. • Select the most appropriate recovery action based on legislation, evidence, proportionality and recoverability. • Identify delayed or blocked cases and act or escalate promptly.
Operations and Support	• Manage arrears from reminder and summons stages through liability order and post-court recovery. • Review account history, customer circumstances, payment behaviour and available evidence. • Negotiate and monitor arrangements, taking further action where arrangements fail. • Create and administer deductions from earnings and benefits. • Prepare court documentation and attend hearings when required. • Work with enforcement agents, tracing providers, insolvency practitioners and court services. • Investigate and trace liable persons using authorised information sources. • Respond professionally to enquiries, complaints and challenges.

Complex and Advanced Recovery	• Identify complex, sensitive, high-value or potentially irrecoverable cases and escalate appropriately. • Support senior officers with charging orders, bankruptcy and committal cases. • Gather and verify evidence and maintain a clear audit trail. • Apply agreed safeguards and ensure advanced action is proportionate and compliant. • Recognise vulnerability, hardship and safeguarding concerns and refer customers for support.
Systems and Improvement	• Maintain sound knowledge of Council Tax recovery legislation, procedures and guidance. • Use revenues, document management and workflow systems accurately. • Clear workflows, selection lists and exception reports within timescales. • Contribute to efficiency, consistency, automation and customer self-service. • Share knowledge and support accurate procedures.
Communication and Partnership	• Explain recovery action and financial information clearly and accessibly. • Work with Benefits, Customer Services, Housing, Finance and Legal Services. • Maintain effective relationships with courts, enforcement agents, employers, DWP and other partners.
Performance and Standards	• Comply with legislation, Council policy, procedures and delegated authority. • Achieve agreed output, quality, accuracy, response and case-progression standards. • Contribute to collection targets and arrears reduction. • Keep accurate case notes and evidence-based decisions. • Escalate risks, delay and performance slippage promptly.
Resource Management	• Maintain professional knowledge through training and review. • Use customer data and systems only for authorised purposes. • Plan work around peaks in demand and team priorities. • Support colleagues, trainees and temporary staff when required.
Corporate Accountabilities	• Have due regard to equality, conduct, health and safety, data protection, safeguarding and customer care. • Promote fair access, respectful treatment and inclusive services.
Flexibility	• Work flexibly and undertake other duties broadly commensurate with the grade, competence and scope of the role.

Person Specification

Person Specification - Assessment key: A = Application form, I = Interview, T = Test Weighting 3 = Essential 2 = Desirable			
Area	**Requirement**	Weighting	Assessment
Qualifications	Maths and English GCSE or equivalent at grade C/4 or above.	3	A
	IRRV or relevant debt recovery qualification.	2	A
Knowledge and Experience	Experience of debt recovery, Council Tax, Revenues or a comparable financial environment.	3	A/I
	Sound understanding of Council Tax recovery and lawful, fair and proportionate debt recovery.	3	A/I/T
	Experience of negotiating payment and progressing accounts through recovery stages.	3	A/I
	Experience of complex, sensitive or challenging cases.	3	A/I
	Understanding of charging orders, bankruptcy and committal.	2	A/I
	Experience of preparing court cases or working with enforcement partners.	2	A/I
Skills and Abilities	Ability to interpret legislation, procedures and evidence accurately.	3	I/T
	Strong analytical, investigation, negotiation and decision-making skills.	3	I/T
	Ability to manage a substantial caseload and meet deadlines with minimal supervision.	3	A/I
	Clear written and verbal communication, including explaining complex or sensitive matters.	3	A/I/T
	Professionalism and resilience when dealing with conflict, distress or difficult circumstances.	3	I
	Ability to recognise vulnerability and hardship and take appropriate action.	3	I/T
	Accurate IT and record-keeping skills, including revenues or case-management systems.	3	A/I/T
Team Working	Ability to collaborate, share knowledge and support colleagues.	3	A/I
Corporate Behaviours	Commitment to equality, customer care, safeguarding, data protection and improvement.	3	A/I