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# Recruitment information

## Job description and person specification

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**Your title** Debt Recovery Assistant

**DBS check** Basic DBS

The aspects of this role that require this level of check are: Accessing sensitive government data

**Post number**

**Your team** Finance

**You would be based** Elmbridge Civic Centre

**Your line manager** Debt Recovery Officer

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## About the role

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You will be responsible collecting debt for the Council.

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## The main purpose of the role:

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Assist the Debt Recovery Officer with the collection of outstanding debt.

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## Specific duties and responsibilities

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The postholder will provide the duties below in relation to Debt recovery in four main areas, Business Improvement District, Housing Benefits Overpayments, Local Taxation and Sundry Debt. Progress through the grade for the bar (25) will be based on sufficient knowledge of each area.

The duties are:

- Control and reconciliation of the system.
- Provide assistance, advice and training (as required).
- Pursue the recovery of debts due in accordance with agreed procedures (Corporate Debt Policy).
- Responsible for responding to all customer enquiries, whether by email, phone or in person at reception and negotiating appropriate repayment arrangements.
- Responsible for working with external partner debt collection agency, ensuring prompt referral on ongoing liaison including attachment of earnings, attachment to benefits.
- Managing financial arrangement that fall within recovery.

Maintenance of user manual.

**The postholder works under the general director of the Debt Recovery Officer and is required to carry out their work with minimal day to day supervision.**

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## **What's missing?**

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Our job descriptions cover as much of the role as we can possibly get down in writing, but issues will arise, and we hope and expect that you will understand that and take on-board other tasks from time-to-time, in keeping with your role of course.

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## **Your conduct**

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We expect the highest standards of conduct from our employees and at all time you must carry out your duties with integrity and in accordance with the Code of Conduct for employees.

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## **Equal opportunities**

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We have a strong commitment to achieving equality of opportunity and expect all employees to implement and promote our policy in their own work.

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## **Health and safety**

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We are committed to a healthy and safe working environment and expect all employees to implement and promote its policy in all aspects of their work.

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## **Personal and sensitive data**

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You will have regard for the duty of care owed to personal data and sensitive personal data and any other confidential or sensitive information which you access in the course of your employment ensuring adherence to the Data Protection Act and the Council's Information Security Policy and related guidance.

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## **Talent development**

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We have a talent development programme that includes regular one-to-ones, mid-year reviews, end of year performance reviews and a strong and varied learning and development programme.

You will be expected to get involved in this talent programme to ensure you are performing at the highest level.

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## **Confidentiality**

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We are committed to maintaining privacy of all staff and customers. We expect all staff to handle all individuals' personal information in a sensitive and professional manner. All staff are under an obligation not to gain access or attempt to gain access to information they are not authorised to have.

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## Person specification

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**Please read the details on this form carefully before you complete your Application Form. This form lists the essential requirements needed in order to do the job.**

Your written application will be considered in relation to the essential knowledge, skills, abilities, education and experience required for the job and candidates will therefore be selected for interview on this basis.

Elmbridge Borough Council is committed to providing the best possible services and ensuring they are accessible to all who need them irrespective of race, colour, ethnic or national origin, religious or political belief, Trade Union activity, age, disability, being male or female, married or unmarried, sexuality.

**What you need to tell us on your application form:**

- You will need to tell us throughout your application form and at interview how you can contribute to providing good quality services for all.
- For each of the requirements listed overleaf, you will need to explain how your skills, abilities, knowledge, education and experience make you suitable for this post.
- These may have been gained through previous employment, voluntary/community work, spare time activities, home responsibilities, training or languages spoken.
- You should also include anything else relevant to the job which you think we should know about.

We regret that we can only consider applicants who are already eligible to work in the United Kingdom.

**Debt Recovery Assistant**  
**Team: Financed**  
**Salary: S4-S6 (Bar 25)**

**Post no:**  
**Hours: 36**  
**Car allowance: N/A**

### **Qualifications and education**

<b>No.</b>	<b>Key requirements</b>	<b>Desirable/ essential</b>	<b>To be tested by: Application1 (A) Test (T) Interview (I)</b>
1	Education to GCSE, O Level or equivalent.	E	(A)

### **Experience**

<b>No.</b>	<b>Key requirements</b>	<b>Desirable/ essential</b>	<b>To be tested by: Application1 (A) Test (T) Interview (I)</b>
2	Has worked in a Local Government Environment.	E	(A)(I)
3	At least 1 year in Debt Management/Recovery.	E	(A)(I)
4	Has accounts receivable experience within a large multi-functional organisation.	D	(A)(I)
5	Dealing with 3 <sup>rd</sup> Parties i.e., Courts, Agents, Solicitors, Employers, DWP.	E	(A)(I)
6	Has experience working with account receivable/debt recovery systems	E	(A)(I)

### **Knowledge, skills and abilities**

<b>No.</b>	<b>Key requirements</b>	<b>Desirable/ essential</b>	<b>To be tested by: Application1 (A) Test (T) Interview (I)</b>
7	Excellent written and oral communication skills.	E	(A)(T)(I)
8	Ability to work to tight schedules under pressure.	E	(A)(I)
9	High numerate and knowledge of spreadsheets.	E	(A)(T)(I)
10	Ability to deal effectively with difficult/irate customers.	E	(A)(I)

## Special requirements

No.	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
	Basic DBS	E	(A)