



Role Profile

This section provides key information relating to the role

Job Title:	Garage Debt Arrears Officer		
Post No:	P01794	Grade:	F
Team:	Income and Home Ownership	Location:	White Lion House
Responsible to:	Income Team Leader		

Overall job purpose:

To provide a customer focused, proactive, comprehensive and high-quality Housing Debt Recovery service to residents of Welwyn Hatfield, with primary responsibility for the recovery of garage debts associated with a former or current council garage tenancy. This will include both housing and corporate garages

To work in conjunction with the Corporate Garage team, Income Officers and Property Services Teams to maximise the collection of appropriate debts.

To administer a portfolio of debt accounts, working within agreed policies and procedures and utilising all appropriate and available tools to recover debts owed; these will include tracing of former tenants, debt collection agencies, other council departments and issues notices on the properties.

Key areas of focus:

1.	Working with the Income Team Leader, to be responsible for the delivery of a comprehensive high quality, efficient and compliant Current and former tenant garage arrears ensuring debts are proactively managed resulting in income maximisation and debt reduction.
2.	To monitor all appropriate debt accounts regularly in accordance with council policies and procedures ensuring that the appropriate recovery action is taken in order for the Income Team to deliver its key objectives.
3.	Provide excellent customer care in all interactions with all residents and stakeholders' to establish and maintain strong, effective working relationships with Housing benefit staff and departments.
4.	To support in the development of strategies to maximise income and tackle the appropriate debts swiftly.
5.	To undertake the collection of garage arrears from initial contact with customers, undertaking all necessary legal work.
6.	To liaise closely with Debt Collection Agencies to refer/take-back in-house cases as outlined in the procedure. To monitor the performance of Debt Collection Agencies against targets and to raise concerns to line manager.
8.	To administer appropriate write-offs as outlined in the procedure.

9	To monitor credit balances as appropriate, ensuring that monies due to former tenants accounts have not been miss-posted and to refund customers as appropriate.
10.	To use IT to access tracing services so that we can contact former garage tenants about outstanding debt.
11.	To assist in all reviews of the garage arrears policy and procedures.
12.	Where appropriate, make referrals to other agencies and liaise with these organisations to help bring about successful resolutions to managed debt cases.
13.	To carry out all actions required as part of the litigation process
14.	To promote equality and diversity in the workplace and in the services of the Council and to deliver the Council's equalities and diversity priorities.
15.	The ability to converse with ease with other staff and members of the public and to provide advice in accurate spoken English is essential for this post.
16.	Any other duties that are commensurate with the level and grade of this post.

Role Requirements

The following outlines the criteria for this post. Applicants should describe in their application how they meet the criteria

Criteria	Essential	Desirable	Assessment Criteria
Qualifications and experience			
Educated to GCSE level or equivalent and grade C and above or equivalent in English and Maths or can demonstrate substantial experience in a related field.	x		AP
Front line experience in a rent/debt collection environment	x		AP
Experience of working in a front-line service supporting customers	x		AS/IN
Experience of working co-operatively and professionally both with colleagues and external partner agencies	x		IN
Knowledge			
Basic knowledge of Housing Legislation and related case law	x		AS/IN
Skills and abilities			
Developed numeric, analytical and decision-making skills	x		AS
Able to influence and use negotiating skills	x		AP/IN
Proven ability to develop creative solutions to problems	x		AS/IN
Other attributes			
High level of IT literacy. Confident in use of Word, Excel and Outlook and other systems relevant to the role	x		AS
Ability to communicate effectively in a range of different situations	x		IN
Excellent written and verbal communication skills tailored towards a range of audiences, including reports and presentations	x		AP/AS/IN

Ability to produce information and present this information in a meaningful and understandable way	x		AS
Ability to drive and possession of a current UK driving licence	x		AP
Excellent time management and organisational skills to effectively manage and plan a varied workload	x		AS
Ability to work as part of a team	x		IN
Ability to calm potentially emotionally challenging situations and to deal with people who display highly aggressive behaviour and to effectively tackle crisis situations	x		AP/IN
Ability to manage financial records for tenants securely and accurately in line with legislation	x		IN

Assessment Criteria:
(AP) Application, (AS) Assessment, (IN) Interview