

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Debt Recovery Coordinator	Grade:	SO1
Reports to (Designation):	Income Team Leader	Grade:	PO2
Directorate:	Housing	Section:	Income Team

Main Purpose of the job:

To provide an effective people focused income collection service to maximise income and minimise debts with a particular focus on the investigation, billing and recovery of Former Tenant Arrears, Rechargeable Repairs and other Directorate Debts.

Summary of Responsibilities and Personal Duties:

Responsibilities:

- Effectively and proactively, manage a case load of accounts to maximise income from Former Tenant Arrears, Rechargeable Repairs and other Directorate Debts.
- Keep accurate records in relation to arrears recovery action, liaising with the relevant sections involved and where debts are irrecoverable, prepare cases to be written off.
- Ensure all documentation and arrears actions are completed to timescales and are in line with the standards detailed in the income recovery policies and procedures.
- Engage proactively with current and former residents to negotiate payments to clear outstanding debts.
- Support residents to maximise their income by providing advice and assistance to ensure they are not financially excluded.
- Devise and provide regular management reports on debt recovery activity to enable monitoring of performance and effective targeting of resources.
- Support the Income Assistants in the collation of court bundles and maintaining court registers. Support Income Officers to attend evictions/court as directed, to give evidence in possession hearings conducted on behalf of the Authority,
- Raise relevant purchase orders and check invoices to ensure they are paid within agreed time frames. Resolve any issues and disputes with the relevant suppliers.

- Assist the Income Team Leader with any project or portfolio work allocated to the team as directed.
- To keep up to date with relevant legislation and good practice.
- To assist the caseload of other team members engaged in Debt Recovery.
- To carry out other duties as required within the scope of the post including administrative and clerical functions.
- Ensure individual performance targets on a range of income collection and customer service standards are met and work collaboratively with colleagues to ensure team targets are met.
- Provide training and induction for staff and work placements on operational processes and practices.

Internal Contacts: Other members of staff and outside agencies.

External Contacts: Other members of staff and outside agencies.

To carry out the duties of the post with due regard to the Council's relevant codes and procedures.

All employees are required to participate in the Council's appraisal system and to undertake appropriate training and development identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder.

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff: None

Title:

Number of partially managed staff: None

Title:

Grade

No of posts

PERSON SPECIFICATION

JOB TITLE: Debt Recovery Coordinator

POST NO:

DEPARTMENT: Housing Services

GRADE: SO1

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria, you will be shortlisted, and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Shortlisting Criteria

Knowledge

- Of debt recovery procedures and processes in a large local authority. S
- Of computerised Income, benefits and PC applications and systems S
- Of relevant debt recovery legislation and regulation. S
- Of the Councils Standing Orders and Financial Regulations. S

Skills and Experience

- Experience of working in a frontline customer focused environment. S
- Intermediate level in using Word, Excel & Outlook S
- Able to travel to different sites / offices within Lewisham as and when required. S
- Motivating and training staff
- Implementing and developing the latest debt recovery' techniques
- Communication skills (written and verbal) at all levels.
- In depth experience in the recovery of former tenant debt S
- Of presenting possession cases
- Setting priorities and meeting performance targets to maximise income collection S

Professional Qualification and Education

- GCSE passes in Math and English (or evidence of equivalent competence).

Equality & Diversity

- Commitment to implement Lewisham Council Equal Opportunities policies.
- Awareness of Equal Opportunities issues

S

Personal Qualities

- Self-motivated & committed.
- An achiever

Circumstances

- Able to work outside normal office hours.
- To present civil/criminal cases at court when required.

DBS Disclosure Required? No ☐ Basic ☒ Enhanced ☐

(Tick as appropriate – guidance available from your HR Advisor)

Physical

- Generally, candidates must meet the standard Lewisham requirements for the post.
- Able to attend meetings/site visits in locations both inside and outside the borough.