

JOB DESCRIPTION

Job Title: Certified Enforcement Agent

Service Area: Revenues and Benefits

Team: Revenues

Organisation: Anglia Revenues Partnership

Reports to: Enforcement Manager

Responsible for: N/A



Main Purpose of Job:

Responsible for negotiating the recovery of debts, agreeing payment plans or removing goods in order to recover the monies owed to Local Authorities.

Key Responsibilities:

- Visiting debtors at home, introducing yourself and giving an explanation of the purpose of your visit. Sometimes you may have to deal with challenging / aggressive situations, where it is needed to keep calm and follow agreed procedures.
- Offering money management advice, negotiating instalments debtors can afford to pay and arranging payments within guidelines or following procedures if arrangement outside our guidelines.
- Collecting and accounting accurately for money collected in settlement of debts.
- Removing some of the debtor's possessions to be sold in payment of a debt where payment or an arrangement is not made. Arranging for seized goods to be safely stored and insured before being sold.
- Reporting and updating case records, in detail, for all debt recovery activity.
- Familiarising yourself with statutory, local policies and procedures and ensuring compliance at all times, including Health and Safety policies and procedures.
- Keeping up to date with enforcement legislation and attending courses and seminars relevant to your profession and personal safety.
- Attending partner authorities when requested as well as attendance at Breckland House, Thetford on a regular basis for team meeting and training purposes.
- Carrying out visits outside normal office hours to include evenings and weekends.

- A requirement to undertake such other duties as may reasonably be required compatible with and/or arising from those listed above as directed by senior management.

Additional Note:

Vulnerable People

We are committed to safeguarding and promoting the welfare of vulnerable people and we expect all employees to share this commitment. All employees must familiarise themselves with the Safeguarding Children and Young People and Guidelines for Working with Children and Young People policy.

Health Safety & Environment

Managers are responsible for the health and safety of their staff and their actions that may affect others; this is clearly set out in the Health and Safety Policy. It is the duty of all employees, while at work, to take reasonable care of their health and safety, and of other persons who may be affected by their activities; this includes colleagues, contractors and members of the public.

All employees must familiarise themselves with the Health and Safety and Environmental Policies.

Note:

This is a description of the job as it is constituted at May 2016 but, as the organisation develops, it may be necessary to vary the duties and responsibilities from time to time. It is the practice of ARP and Breckland Council to periodically review Job Descriptions to ensure that they relate to the job as being performed or to incorporate whatever changes may be necessary. It is both Councils' and ARP's aim to reach agreement to such reasonable changes with the post holder but if agreement is not possible the Councils and ARP reserve the right to insist on changes to the Job Description after consultation with the post holder.

On signing your Statement of Particulars it will be deemed that this Job Description has been accepted by the post holder.