

## JOB DESCRIPTION

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<b>Job Title:</b>	Compliance Officer - Enforcement	<b>Grade:</b> ARP Grade 10
<b>Service Area:</b>	Revenues	<b>Team:</b> Enforcement
<b>Organisation:</b>	Anglia Revenues Partnership	
<b>Reports to:</b>	Enforcement Team Manager	
<b>Responsible for:</b>	None	

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### Main Purpose of Job:

To undertake a full range of recovery duties to ensure that all income due in respect of recovery of debt and other charges are promptly and efficiently collected in a helpful and courteous manner

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### Key Responsibilities:

- To proactively contact debtors to negotiate payment of arrears and costs using the schemes as agreed with each Authority.
- To provide assistance to the public in writing, by telephone or in person providing an excellent, polite and courteous public service at all times.
- To update the case management system as cases progress and note actions taken
- To be proactive in performing outbound call collection tasks and face to face meetings with debtors
- To ensure that uncollectable debts are returned to the Authority for further action without unnecessary delay.
- To provide excellent communication and interpersonal skills and ability to interact with partner organisations, C/TAX, Recovery and NDR departments and senior managers
- To liaise where necessary with Certificated Enforcement Agents (previously known as bailiffs)
- To consider further methods of Recovery (Charging Order, Insolvency & Committal) and take appropriate action as necessary
- To maintain an up to date knowledge of relevant legislation for Council Tax, NNDR, Sundry debts and Enforcement legislation
- To maintain confidentiality when handling customer enquiries and other information in line with Council requirements, the Data Protection Act and the Freedom of information Act
- To undertake any other appropriate duties as assigned by the Enforcement Manager or Revenues Manager commensurate with the grade.

## **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.

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## **Political Restriction:**

*This post is politically restricted under the Local Government and Housing Act 1989 and post holders are prohibited from seeking public election, holding political office, writing or speaking publicly on matters of political controversy*

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Note: This is a description of the job as it is constituted at Sept 2017 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.

