

JOB DESCRIPTION

Job information as shown on organisation chart

Job Title: Revenues Officer	Post No:	Hoople Band: C
Service: Finance	Section: Revenues and Benefits	Location: Auxilium House

Organisational information:

Responsible to: Revenues Team Leader

Key relationships/Functional links with:

Internal – Benefits, Council Tax & Business Rates, Finance, Customer Services, Legal Services, Property Services, School Transport, Trade Waste, Business World Team, Enquiry Centres and all posts within Hoople and their partner organisations who request the raising of invoices.

External – Herefordshire Council and their partner organisations, Voluntary Agencies, Customers and their families of financial representatives, Employers, HALO, Herefordshire Housing, Citizens Advice Bureau, Department for Work & Pensions, Commercial agents acting on behalf of Income & Awards, HMCTS, Debt Collector’s, other Local Authorities, clients of Hoople Ltd, Solicitors, Office of Public Guardian (OPG), Police

Main Purpose of Job:

To maintain and update Abacus, Academy and Business World databases used in relation to the collection and recovery of all income invoiced by Herefordshire Council & Hoople Ltd. Including the use of Mosaic for gathering information to assist with collection.

Dealing with all written and telephone queries received in relation to these, liaising where necessary with the invoice originator to facilitate query resolution.

To ensure that all income is collected in a timely manner and taking appropriate action against customers where payment is not made. This includes contacting internal and external people by telephone and in writing. Tracing debtors, referring debtors to the Council Debt Collectors, making and monitoring arrangements, making and monitoring attachment of earnings and benefits and preparing cases for further recovery actions

Assist in the collection of other income due to Hoople Ltd and Herefordshire Council as necessary

Main Responsibilities / Accountabilities:

The jobholder will be expected to complete the responsibilities / accountabilities effectively in order to deliver the key objectives of the organisation

- Ensuring the accuracy of the Abacus, Academy and Business World databases by the correct recording of amendments, payment arrangements and actions relating to the collection and recovery of outstanding debts.
- The provision of a telephone service for members of the public, external businesses and internal customers and on occasions, dealing with customers in person as required.
- Escalating those queries that are not resolved through the appropriate channels

- Dealing with recovery of all charges in a timely manner, making decisions as to the appropriate action given the debt type and customer circumstance, seeking approval where necessary to do that and then seeing it through to a conclusion.
- Entering into, and monitoring, payment arrangements including Direct Earnings Attachments and attachments of benefits.
- Direct liaison with the Council's Debt Collectors and dealing with customers whose debts may be with those agents
- To follow the relevant procedures for ensuring that information and data is collected and recorded accurately thus enabling the production of reliable analyses and reports.
- Answering of correspondence received from the customers
- Tracing debtors using various means permitted
- Understand, apply and follow the varying collection routes required by differing services
- Understand and apply the relevant legislation applicable to overpayments of Housing Benefit in particular Regulations 99 to 106A, Housing Benefit Regulations, 2006, Section 75 and 115A Social Security Administration Act, 1992
- Understand and apply the relevant legislation applicable to Social Care, in particular the Social Care Act 2014
- Understand and apply the legislation applicable to insolvency in particular the Insolvency (England & Wales) Rules 2016
- Understand and apply the relevant legislation in regard to data protection in particular the General Data Protection Regulations and the Data Protection Act, 2018
- Liaise closely with professional bodies (such as Solicitors, OPG, Police) to ensure the effective and timely collection of debt

Job Activities:

- | | Frequency |
|---|------------------|
| • Communicating with customers and their families or financial representative on the telephone and in writing in relation to queries. | Daily |
| • Liaising with service areas so as to facilitate query resolution, escalating where this is not received and referral to line manager when necessary. | Daily |
| • Updating customer records to reflect current action and producing any required documentation | Daily |
| • Reviewing and amending customers' payment schedules | Daily |
| • Undertaking means enquiries in order to agree payment arrangements | Daily |
| • Obtaining information from debtors in order to request Direct Earnings Attachments | Daily |
| • Making enquiries in order to determine forwarding addresses of absconded debtors. | Daily |
| • Telephoning debtors to obtain payment | Daily |
| • The checking of various computer print outs to facilitate recovery action and monitoring of accounts. | Daily |
| • Preparing documentation for issuing summonses in the county court | As required |
| • Providing advice to service areas as to recovery options and associated costs. | Daily |
| • Referring cases to the Debt Collectors as necessary | As required |
| • Obtaining service area authorisation for writing off debts that cannot be collected and preparing the relevant document for signature by authorising officer. | Daily |
| • Providing information as required to service areas as to level of debt and debtors. | As required |
| • Attend County Court when required to assist Court taking Officer | As required |
| • Case referrals to the Revenues Manager as appropriate. | As required |

<ul style="list-style-type: none"> • Actively participate in promoting good team working, motivation and co-operation. • Participate in team meetings to ensure that issues relating to efficient and effective service provision are identified, discussed and resolved where appropriate. • Participate in the setting of meaningful and challenging performance indicators. • Identify and refer cases to relevant bodies (such as safeguarding, OPG) where necessary for assessment • Identifying incorrect payment allocations and issuing refunds were appropriate • Checking and approving new customer requests and self-service sales orders • Implement change as appropriate. • Identify areas for personal development and training in conjunction with the Revenues Team Leader and Revenues Manager. • General office duties and work as directed by the Revenues Team Leader, Revenues Manager and Revenues & Benefits Operational Manager 	<p>As required</p> <p>As identified</p> <p>As required</p> <p>As required</p> <p>As required</p> <p>Daily As required</p> <p>As required</p> <p>As required</p>
<p>Other information: To work outside of normal office hours when necessary and to attend meetings at various locations both within and outside the county.</p>	

Manager Signature:		Date:	
Manager Name:		Job title:	

Date Job Description last reviewed: March 2023