

Job Description and Person Specification

Post Title: Income & Collection Advisor

Reports to: Income & Collection Team Leader

Scale: 4

Politically Restricted: No

Overall Purpose

- To support services by delivering a responsive, cost effective and high quality financial service
- To collect and recover Council Tax, Business Rates and Housing Benefit Overpayments

Key Roles, Tasks and Responsibilities

1. To assess individual cases to ensure that the most appropriate and efficient method of recovery is used.
2. To identify anomalies and take the appropriate action.
3. To deal with enquiries received via telephone, electronic access, personal visit and correspondence.
4. To identify the support needs of residents and signpost to other appropriate services.
5. To maximise the household income and the take up of disability related and means tested benefits.
6. To attend Court hearings when required.
7. To accurately complete paperwork associated with the debt recovery process.
8. To maintain a working knowledge of current processes, procedures, rules regulations and legislation.
9. To maintain an up-to-date knowledge of all Council recovery processes and Procedures.
10. To liaise with enforcement agents and monitor/assist with caseload and enquiries where necessary.
11. To carry out appropriate checks and prepare paperwork to assist with charging order cases.
12. To carry out such duties as may be required by the Team Leader, Manager(s), Group Manager or an Executive Director (and/or their deputy).
13. To assist the Team Leader in striving to achieve continuous improvement in the team processes, procedures, and targets and to assist with the continually reviewing of these procedures and processes in order to achieve the maximum efficiency and maintenance of high accuracy levels.
14. To inform the Team Leader of any irregularities or matters of a serious nature, observe the requirements of the Revenues and Benefits Declaration and comply with the requirements of the whistle-blowing and anti-fraud and corruption policies.

15. To undergo designated training sessions and seminars as necessary, this may be outside of normal working hours and/or at other establishments as may be required.
16. To liaise with external agencies.
17. To assist with any local, county and national initiatives in relation to collection and income, work processes, mail shots, data matches, event dates, diary
18. note work, together with the assistance on testing of new system releases or software enhancements.
19. To carry out an assessment of income and expenditure to maximise collection to the authority and to ensure that an acceptable payment arrangement is reached.

Post Characteristics

Allowances: None

On call/emergency situations: None

Security/safeguarding checks: Basic DBS Check

Health and Safety Responsibilities

1. To be familiar and comply with the Council's health and safety policies and procedures and local department specific health and safety policies and procedures as amended or added to from time to time.
2. To report any unsafe practice, accident, incident, dangerous occurrence or hazard found during the course of your work to your line manager or the Corporate Health and Safety Adviser for action.
3. To take reasonable care for health and safety of yourself and others.
4. To co-operate with all staff and members of the authority so far as is necessary to enable all health and safety requirements are complied with.
5. To not intentionally or recklessly interfere with or misuse anything that has been provided in the interests of health and safety.
6. To maintain any Personal Protective Equipment that you are issued and required to wear, and to report any defects to your line manager.

Emergency Planning/Response Responsibilities

To carry out the duties specified in relation to the post in the Emergency Plan, Business Continuity and other associated documents.

Person Specification

Knowledge

Desirable:

Working knowledge of the administration of all or some of the following disciplines (*3,4):

- Council Tax
- National Non-Domestic Rates
- Housing Benefit
- Council Tax Support

Working knowledge of the legislation that governs the administration of the above (*3,4)

Experience

Essential:

Excellent customer service skills with a focus on doing what matters for the customer (*3,4)

Experience of customer/public contact both face to face and by telephone (*3,4)

Desirable:

Experience of working in a Local Authority, preferably in an Income Tax or Benefits Service or similar environment (*3,4)

Skills/Abilities

Essential:

Working knowledge of Microsoft packages including Word, Outlook and Excel (*3,4)

Strong organisational skills including the ability to work to deadlines, prioritise workload, and manage competing work demands (*3,4)

Ability to work methodically to a high level of accuracy with attention to detail (*3,4)

Must be able to work as part of a team, but also be able to work independently (*3,4)

Ability to demonstrate tact and diplomacy and handle information in a confidential manner (*3,4)

Able to communicate confidently and effectively, both externally with customers and internally across the organisation by letter, email or telephone (*2,3,4)

Desirable:

Experience of using Northgate NEC or similar ICT system to administer Revenues and, or Benefits (*3,4)

Qualifications/Training

Desirable:

IRRV (*3,4,5)

Other

Essential:

Understanding and commitment to equal opportunities (*3,4)

Working knowledge and understanding of Data Protection principles (*3,4)

Committed to the development of the service and self (*3,4)

Flexible approach (*3,4)

Method of assessment*

1. Test prior to shortlist
2. Test after shortlist
3. Application form
4. Probing at interview
5. Documentary evidence

Job Description and Person Specification details:

Reviewed by: Council Tax Income & Debt Manager / Income & Collection Team Leader

Approved by: Group Manager (Resources)

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