

**ROLE PROFILE**

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| **Post Title**: Lead Officer – Supportive Collection |
| **Department**: Corporate Core  | **Post No**:  |
| **Division/Section**: Corporate Core / Corporate Collection and Support | **Post Grade**: G9 |
|  **Key Responsibilities**:* To deliver an effective support and advice access offer for residents, tenants and businesses across any required and relevant functions through face-to-face attendance in community-based settings such as libraries.
* To provide expertise and advice on Welfare Rights, income maximisation and debt management aimed at driving financial inclusion and resilience for the borough’s residents.
* To undertake community-based and residence-based activities relevant and specific to maintaining tenancies for Bury Housing residents and the efficient collection of Housing Rents.
* To deliver an effective support and advice access offer for residents, tenants and businesses across any required and relevant functions via telephony and multi-channel contact methods.
* To ensure resolution at the first point of contact is achieved wherever possible and cross service support opportunities are maximised within this delivery.
* To present and act with a high degree of professionalism at all times, ensuring the standard of verbal and written communication with customers meets service standards and expectations.
* To deliver the efficient, effective and equitable collection and recovery of Housing Rents, Council Tax, Accounts Receivable, Business Rates and Housing Benefit Overpayments, in line with the principles of the Supportive Collection Pathway and adhering to statutory legislation and locally driven policies at all times whilst meeting key control requirements and meeting performance targets.
* To support the management team in the delivery of a holistic, pro-active and preventative borough-wide Welfare Rights and Support offer, through the delivery of any relevant crisis and financial support available to residents.
* To ensure Welfare Support is considered and applied within collection activities through the Supportive Collection Pathway to enable effective financial inclusion for the borough’s vulnerable residents.
* To help ensure the development of a rationalised debt profile for all collection streams, working with relevant managers and teams to ensure an accurate and viable database of debt is maintained within relevant systems at all times, and that streamlined yet robust processes are in place and maintained for the handling of non-viable debt write off where appropriate.
* To support the management team in ensuring all processes, casework, evidence and documentation relevant to the Enforcement of Council Tax, Housing Rents, Business Rates, Accounts Receivable and HB Overpayments – including Magistrates and County Court-related activities - are legally robust and meet required standards. To support with attendance at eviction hearings, liability order hearings and any other relevant court hearings where appropriate.
* To support the management team with provision of information relevant to formal complaints, casework and MP enquiries that meet corporate response requirements at all times, uphold service standards and protect the council’s reputation.
* To support with any relevant training and awareness to colleagues, key stakeholders, partners, and the wider council on above areas of responsibility.
* To support with the production of management information detailing the efficiency and effectiveness of the service.
* To promote, maintain and develop positive and effective relationships with colleagues in all other areas of the service.
* Ensure all relevant information is recorded, stored and shared as appropriate.
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