

ROLE PROFILE

Post Title: Team Advisor – Supportive Collection	
Department: Corporate Core	Post No:
Division/Section: Corporate Core / Corporate Collection and Support	Post Grade: G6
<p>Key Responsibilities:</p> <ul style="list-style-type: none"> To support delivery of 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 support delivery of 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 support delivery of the efficient, effective and equitable collection and recovery of Housing Rents, Council Tax, Accounts Receivable, Business Rates and Housing Benefit Overpayments, through the timely completion of recovery stage progression, exception reports and data housekeeping activities 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 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 and complaint / court listing related activities 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 help ensure the development of a rationalised debt profile for all collection streams, through the maintenance of an accurate and viable database of debt within relevant systems at all times. 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 the management team in helping to train colleagues in any required area relevant to the role. 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.