



## **JOB DESCRIPTION**

**POST: Debt Recovery and Monitoring Support Officer - Infrastructure**

**DEPARTMENT: Strategic Planning Policy**

**REPORTING TO: Professional Lead – Key Sites and Infrastructure**

**RESPONSIBLE FOR: Key Sites, Infrastructure and Community Infrastructure Levy (CIL)**

**Grade: 4**

## **MAIN JOB PURPOSE:**

- This role within the Infrastructure team has been designed to specifically address and resolve cases of debt recovery for CIL and S106 payments and to carry out effective monitoring work so that dedicated resource is provided to prepare, actively investigate, and manage all cases for debt recovery for the Community Infrastructure Levy (CIL). In addition, the role will prepare all required cases for such debt recovery for Court action in liaison with the Infrastructure Officers within the Infrastructure team and the Shared Legal Services team.
- Attend Court supporting the Councils Shared Legal Services team to ensure successful legal proceedings are achieved where necessary and take any further subsequent action as may be required following successful handling of cases in Court so that both Councils debt is satisfactorily resolved.
- Take all action as may be appropriate with customers and other officers within the Infrastructure team to secure informal debt recovery of CIL cases prior to cases going to Court through proactive work/activities around payment plans.
- Be effective at monitoring all exemptions for CIL to ensure that no cases where exemptions are claimed are falsely claimed. Liaise with Parishes/Members where such debt recovery affects their Parishes allocation of Neighbourhood CIL.
- Have a thorough understanding of CIL processes, procedures and systems to be able to effectively discuss all aspects of a debt recovery case with a wide audience range.
- Produce regular reports around CIL debt recovery so that all cases are effectively managed and ultimately resolved so that both Councils debt is always reduced and kept to a minimum.
- Support the Infrastructure Officers with finance duties as and when required.

- Monitor all S106 Obligations so that monies due through S106 are requested and collected.

#### **DUTIES AND RESPONSIBILITIES:**

- To prepare, actively investigate and manage all cases for debt recovery for the Community Infrastructure Levy (CIL) and S106 Obligations for both Councils to reduce the amount of debt that each Council carries in respect of non-payment of CIL and S106.
- To attend Court supporting the Councils Shared Legal Services/Infrastructure Officers to ensure successful legal proceedings are instituted where necessary and take any further follow up action as may be required following successful Court cases so that both Councils debt is satisfactorily resolved and all non-payment of CIL monies are received.
- To take action as may be appropriate to secure informal debt recovery of CIL cases prior to cases needing to go to Court through proactive case management work/monitoring activities around payment plans and the CIL process such that all debt relating to a particular case is resolved.
- Be effective at monitoring all exemptions for CIL to ensure that no cases where exemptions are claimed are falsely claimed.
- Be effective at Liaison with Parishes where such debt recovery affects their allocation of Neighbourhood CIL within their parish so that they are updated on the Councils activities to secure debt resolution.
- To produce regular reports around CIL debt recovery so that all cases are effectively managed and that both Councils debt is kept to a minimum.
- Be effective at advising customers in debt on income collection of CIL and the requirements of the CIL Regulations so that all customers and stakeholders are aware of the CIL procedures and the debt recovery processes such that all customers can be encouraged to resolve debt without recourse to formal action where appropriate. Where formal action is expedient and necessary be able to explain the processes and potential outcomes such that all including customers are kept full updated.
- Be effective at the production of timelines for cases and effective at record keeping such that all case files are properly maintained and managed and kept fully updated ready for next stage action/activities.
- Have a thorough understanding of CIL processes and systems and be effective through using the Councils front office and back office software (Exacom) for the income/ collection of CIL in respect of debt recovery cases together with a thorough understanding of the Councils deferment policy and the payment plans of each debt recovery case.
- Have a thorough understanding of and be effective at CIL and s106 monitoring using all available all monitoring tools and methods across the Councils other teams (Development Management and Building Control including Exacom for commencement of development for CIL) to resolve cases of non-payment of CIL as well as the recovery of s106 (developer contributions) which result in the

receipt of outstanding monies which are subsequently spent in the delivery of infrastructure/ecological mitigation.

- Support the Infrastructure Officers with finance duties as and when required.

### **Additional information**

- a) Does this job require a DBS check? No
- b) This job will participate in planning for emergencies in terms of response to or maintaining business continuity during an emergency. The jobholder will participate in training, exercises, response, recovery or other activities to support the councils' statutory duties in relation to emergencies under the Civil Contingencies Act (2004). It is expected that when requested to do so the jobholder will temporarily but immediately cease their normal role to support the emergency planning or response activity. Yes
- c) The post is designated as being politically restricted in accordance with the term of the Local Government Housing Act 1989 and subsequent amendments. The effect of this is to prevent the postholder from having any active political role, either in or outside the workplace, and automatically disqualifying them from standing for or holding elected office. Yes

*This is not a comprehensive definition of the post. Postholders are expected to undertake any work that comes with the remit of the post's main objective. This job description will be kept under review and may be changed at any time subject to consultation with the postholder.*

## PERSON SPECIFICATION

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.

<b>REQUIREMENTS</b> The postholder must be able to demonstrate:	<b>MEASURED BY:</b> A Application form I Interview T/P Test/Presentation
<b>EDUCATION/TRAINING</b> <i>(Academic, vocational/professional and other training)</i>	
<ul style="list-style-type: none"> <li>NVQ 4/A level or equivalent knowledge gained through experience.</li> </ul>	A
<b>KNOWLEDGE &amp; EXPERIENCE</b> <i>(e.g. report writing, office experience, Microsoft office)</i>	
<ul style="list-style-type: none"> <li>Current financial debt recovery knowledge and experience would be highly advantageous although this does not need to be in Community Infrastructure Levy procedures or practice as training in this specialist field would be given (CIL).</li> <li>Analytical experience coupled with management of a constantly changing case load and accurate electronic file keeping and working as a team will be essential.</li> <li>Employment of excellent customer care skills to ensure high success rates of informal debt resolution of CIL will be essential.</li> </ul>	A/I
<b>SKILLS/ATTRIBUTES</b> <i>(e.g. communication, interpersonal, decision-making, problem-solving, team player, reliable)</i>	
<ul style="list-style-type: none"> <li>Can demonstrate good communication skills to exchange orally or in writing information with a range of audiences including an ability to use basic persuasion and negotiation skills with high levels of tact and diplomacy to resolve debt cases both informally and formally.</li> <li>Has an ability to analyse and interpret varied situations and problems and develop solutions to problems and issues.</li> <li>Can use initiative to respond independently to unexpected problems and situations whilst knowing when to seek support to resolve complex /controversial matters.</li> <li>Works well within procedures and can confidently and competently organise own workloads and to prioritise cases.</li> <li>Can work collaboratively with other relevant teams to ensure the effective monitoring of s106 contributions and CIL.</li> <li>Able to work with minimal supervision in the preparation of timelines for debt recovery cases and then accurately present the outline of the particular case and issues to other officers within the team suggesting an approach on the way forward.</li> <li>Able to work effectively as part of a team to ensure that the Councils debt is reduced and kept to a minimum.</li> </ul>	A/I

<b>BEHAVIOURS</b>	
Behaviours will be tested at interview against the Council's values (further detail below)	
Empowering, valuing and developing our people	I/TP
Valuing our customers	I/TP
Being open and honest – essential in this role	I/TP
Taking ownership	I/TP
Being ambitious	I/TP
<b>EQUALITY AND DIVERSITY</b>	
Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their position, background, circumstances, status, appearance and whether they are one of the protected characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation).	A/I



# Our Values

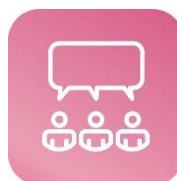
...we believe in



**OUR PEOPLE**



**OUR CUSTOMERS**



**BEING OPEN and HONEST**



**TAKING OWNERSHIP**



**BEING AMBITIOUS**

We empower, value and develop our people to work together as one dynamic and efficient team.

We care about delivering high quality, customer-focused outcomes with our communities and partners.

We are open, transparent and truthful.

We take pride in our work and take responsibility for our actions.

We are ambitious, inspiring our communities, taking pride in our places and striving for excellence.

