**Job Profile comprising Job Description and Person Specification**

**Job Description**

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| **Job Title: Transactional Services Recovery Officer** | **Grade**: Scale 5 |
| **Section:** Transactional Services | **Directorate:** Resources |
| **Responsible to following manager:**  Transactional Services Team Leader | **Responsible for following staff:** |
| **Post Number/s:** | **Last review date:** |

**Working for the Richmond/Wandsworth Shared Staffing Arrangement**

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

**Job Purpose**

Responsible for the successful collection and recovery of targeted sundry and leaseholder debt for both Richmond and Wandsworth.

**Specific Duties and Responsibilities**

Have a general understanding of Accounts Receivable and associated functions

Responsible for chasing outstanding targeted sundry and leaseholder debt. Working alongside contractors and client-side teams. Ensuring that tasks are carried out to the required standard, and targets are met on a weekly/monthly basis.

Reporting to the team leader, Transactional Services Manager and Head of Transactional Services as required, providing performance statistics and progress reports on a weekly/monthly basis.

Responsible for carrying out collection and recovery activities and having a hands-on approach to ensure all targets are met.

Ensures that the services for both Councils are dealt with on an equitable basis to deliver the standards required for each, as agreed annually by the Executives of both Councils.

Completes court documentation and progresses all recovery activities as required.

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
* To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
* To adhere to security controls and requirements as mandated by the SSA’s policies, procedures, and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
* To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive, and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
* To understand both Councils’ duties and responsibilities for safeguarding children, young people, and adults as they apply to the role within the council.
* The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

**Team structure**

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|  | **Transactional Services Manager** | | |  |
|  |  |  |  |  |
| Transactional Services Senior Officers x 4 |  |  |  | Transactional Services Team Leader x 1 |
|  |  |  |  |  |
|  |  |  |  |  |
| TS Officer (Sc 5/6) x 4 |  |  |  | **TS Recovery Officer (scale 5)**  **X 4** |
|  |  |  |  |  |

**Person Specification**

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| --- | --- |
| **Job Title: Transactional Services Recovery officer** | **Grade**: Scale 5 |
| **Section:** Transactional Services | **Directorate:** Resources |
| **Responsible to:** Transactional Service Team Leader | **Responsible for:** |
| **Post Number/s:** | **Last Review Date:** |

**Our Values and Behaviours**

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means, we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

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| **Person Specification Requirements** | **Assessed by**  **A**  **&**  **I/ T/ C (see below for explanation)** |
| **Knowledge** | |
| Knowledge and understanding of Sundry Debt and leaseholder collection and recovery. | A/I/T |
| Knowledge of performance management. | A/I/T |
|  |  |
| **Experience** | |
| Experience of working in a public sector accounts receivable role or credit control position. | A/I/T |
| Experience of working alongside contractors and client-side teams in order to archive targets. | A/I/T |
| Experience of working in a team that achieved a specific goal | A/I/T |
| **Skills** | |
| Good interpersonal skills to liaise with service departments as well as customers and service users. | A/I/T |
| Proficient IT skills to use spreadsheets, financial systems and other relevant packages for analysis and presentation | A/I/T |
| Ability to prioritise workloads and meet deadlines | A/I/T |
| Ability to apply problem solving skills and make recommendations to avoid problems arising in the future | A/I/T |
| **Qualifications** | |
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**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**