

Job Description

Job Title	Corporate Debt Team Leader
Directorate	Finance & Resources
Service Area	Transactional Services
Grade	6
Competency Level	2
Salary	£35,412 - £39,862
Job Type	Hybrid
Location	
Disclosure and barring service (DBS)	Basic DBS & BPSS
Job Evaluation Ref No	A9727

Job Purpose

To lead one of the Corporate Debt teams in the recovery of Debt including Sundry Debt, Housing Benefit Overpayments and Council Tax alongside the administration of liability, award of discounts and exemptions. Providing advice to taxpayers who may be struggling to pay including agreeing affordable payments and signposting to relevant benefits. Supporting the Senior Corporate Debt Officer with the day to day efficient administration, management, supervision of service delivery. To develop, manage and at all times deliver a quality service to



customers with change innovation and continuous improvement being the driving themes.

Directly Responsible For:

Corporate Debt Officers x 20

Directly Responsible To:

Senior Corporate Debt Officer

Main Areas of Responsibility:

- Undertake, where required, other responsibilities and duties including on behalf of the organisation, where this is commensurate with the grade of the post. This may entail working from other locations
- To manage the day to day delivery and performance of staff maintaining the highest level of customer service at all times
- To attend Magistrates Court for outstanding debts under the responsibility of the Revenues Service
- To act as the authorised officer at Magistrates Court in the recovery of Council Tax debt on behalf of the council
- To support and advise service areas in recovery of debt
- To maximise recovery of debt through all means available using appropriate legislation
- Liaison with enforcement agents and internal services as appropriate in the recovery of debt
- To represent the City Council at the Valuation Office Tribunal where required.
- To develop and be responsible for the performance of the team, at all times placing customers at the heart of the operation

- To provide day to day and strategic training and support delivering enhanced performance of the service
- Ensuring that work is carried out in accordance with relevant legislation and City Council objectives
- Ensuring the accuracy, thoroughness and timeliness of all work affecting the creation and maintenance of local tax liabilities and sundry debt
- To own the individual enquiries, complaints, concerns and requests of customers
- Take steps to safeguard benefit expenditure, prevent and detect fraud wherever possible. Work co-operatively with investigators, other staff and other organisations to tackle benefit fraud and other fraud, maintain standards of integrity as laid down in the Code of Conduct and Personal Standards of Behaviour
- To contribute to the process of continually improving customer access to quality, cost effective services and promote a positive image of the Council, working as part of an integrated team
- To assist with delivering the Councils commitment to customer service including helping to establish effective communication networking with the community and other agencies to achieve engagement and consultation
- To effectively use relevant ICT systems and assist in the creation, development and maintenance of records, files and statistical information
- To assist with the development and maintenance of procedures and codes of working practice to form part of a comprehensive quality approach to service delivery
- To provide administrative services and to use, develop and maintain procedures and codes of working practice that maintain and enhance quality.
- To participate in all aspects of training and development to improve personal skills and develop staff to continually improve effectiveness and efficiency of service delivery. Ensure staff are appropriately trained. Identify staff training

needs by, amongst other things, carrying out appraisal and development of staff performance.

- Ensuring that training and support is carried out in accordance with relevant legislation and City Council objectives
- Provide training and support that enhances accuracy, thoroughness and timeliness of all work affecting the creation and maintenance of local tax liabilities and the accuracy, thoroughness and timeliness of all work relating to the administration of benefits
- To undertake any other duties and responsibilities within the grade of the post and work within the Council's commitment to equal opportunities and customer service
- To ensure work complies with all statutory requirements with Standing Orders and Financial Regulations of the City Council and that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan
- To undertake other duties and responsibilities commensurate with the grade of the post and work within the council's commitment to equal opportunities and customer service
- Supervision and Management Responsibility
- Ensuring activities are planned to include meaningful one to one conversations, quality annual appraisals and regular workforce planning and development
- Manages performance and behavioural issues effectively

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- The job would include using a computer and sitting at a desk for prolonged periods of time

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours

and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level 2

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Educated to A level standard or equivalent qualification/experience (A)
- Maths & English GCSE or equivalent qualification/experience (A)

Desirable

- IRRV Qualification

Experience

Essential

- Experience of working with external and internal organisations to achieve effective service delivery (I/A)
- Experience and understanding of the processes and legal requirement in the collection of Council Tax and Business Rates (I)
- Experience of debt recovery and liaison with enforcement agents in a similar environment (I/A)
- Knowledge and understanding of City Council services (I)
- Understanding of Best Value and quality service delivery (I)
- Experience of working within Revenues within a large organisation or similar service area (A)



- Experience of managing large teams (I/A)
- Experience of co-ordinating workloads (I/A)

Skills/Abilities

Essential

- Ability to communicate orally and in writing with a wide range of people.(I)
- Ability to implement and manage change (I)
- Ability to motivate and manage staff to achieve results whilst promoting and sustaining good working relationships (I)
- Ability to produce and present clear procedural guidelines and reviews of every aspect of the service as required (I/A)
- Ability to provide leadership, coaching and guidance (I)
- Ability to manage and supervise staff, including performance, training and negotiating skills (I/A)
- Ability to deliver training and support to teams across the service (I/A)
- Ability to maintain and develop monitoring systems and internal controls (I/A)
- Ability to contribute to the formulation, development and implementation of policy and practice (I/A)

Desirable

- Experience of attending a Liability Order Hearing at the Magistrates Court for unpaid Council Tax or Business Rates

Commitment

Essential

- Practising and promoting equality of opportunity and non-discriminatory practices (A)
- Providing a quality service to meet customer needs (I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

Other

Essential

- This post is subject to a Disclosure and Barring Service (DBS)
- Availability to work from any location in Liverpool (I)
- Willingness to undertake training as and when required (I)

Desirable

- Availability to work flexibly on any day between Monday to Sunday, 8.00 to 18.00 including late night working