

HARBOROUGH DISTRICT COUNCIL - JOB DESCRIPTION

POST: Debt Recovery Officer

TEAM: Finance

GRADE: 4

SERVICE AREA: Financial Services

RESPONSIBLE TO: Transactions Team Leader

VARIATIONS TO STANDARD CONDITIONS OF SERVICE

1. This is a description of the job as it is constituted at the date shown below. It is the practice of this Authority to periodically examine employee's job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to them. You will therefore be expected to participate fully in such discussions. It is the Authority's aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.
2. This post is subject to a disclosure check in respect of accessing a secure mailbox.

DATE ISSUED: March 2026

JOB PURPOSE:

Undertake work within the Transactions team, focused on Accounts Receivable and debt recovery, with a focus on improving data quality, conducting timely interventions to manage customer accounts and emerging debt, conducting debt recovery actions and liaising with Legal Services to progress significantly overdue action in line with the Council's debt policy. Work on Accounts Payable and Payroll may also be required. Accuracy of data and inputs and the completion of tasks in a timely manner are critical to the role.

PRINCIPAL RESPONSIBILITIES:

1. Act as a duty desk for internal and external customer and supplier's queries received via telephone, and writing (including email).
2. Complete the following aspects relating to accounts receivable, following the Corporate debt policy:
 - Raise invoices to customers on receipt of request from services.
 - Produce reminders at the appropriate timescale for overdue debt.
 - Reply to customer correspondence received regarding sundry debt.
 - Explain and give specialist advice to customers regarding recovery issues both on the telephone and in person. Negotiating payment arrangements with debtors both on the telephone and in person.

- Set up and monitor payment arrangements including direct debits.
 - Investigate and process queries received from customers on missing payments.
 - Liaise with service departments on queries raised and ensure prompt responses for effective collection of sum due including those periodic records relating to leases, rents and contracts and raise invoices as appropriate.
 - Take appropriate action to enforce debt, using the stages outlined in the Corporate Debt Policy, including referral of cases to the Bailiff for further action, and tracing of debtors whereby documents have been returned.
 - Monitor cases with the bailiff and deal with any issues raised.
 - Instruct and liaise with Legal Services on cases that need to be referred to County Court including monitoring of progress.
 - Prepare cases for doubtful debts and submit for write off in accordance with the Corporate Debt Policy.
3. Ensure high level of customer service is achieved in dealings with internal and external parties.
 4. To improve and maintain the quality of data within customer accounts in relation to Accounts Receivable, and Accounts Payable and Payroll as directed by the Transactions Team Leader
 5. To prepare, maintain and submit records relating to specified Performance Indicators relevant to the payables / receivables function within specified timescales, highlighting any problem areas in advance.
 6. Assistance with bank and other reconciliations as directed.
 7. Assistance with other functions of the Finance Team as directed by the Head of Financial Services
 8. To respond effectively to requests from other service areas in the management of their supplier / customer invoices.
 9. Ensure allocated monthly reconciliations including control accounts are accurately reconciled on a regular basis, at a minimum monthly, in accordance with the monthly and year end timetables. Highlight any problem areas and liaise with budget holders, Team Leaders, or Head of Financial Services, ensuring issues are resolved.
 10. To undertake work through a variety of systems ensuring the most efficient use of data.
 11. To respond to requests from the Financial Services Team for information relating to debt levels to enable bad debt provisions to be calculated. To ensure that all invoices are raised promptly and that computerised and other records are up to date and accurate.
 12. To uphold and display the HDC behaviour competency framework to at least level 1.

13. To ensure compliance with all Council policies and statutory requirements and guidance in relation to Equality and Diversity, Equal Opportunities, Health and Safety, Safeguarding and Communication and involvement policies

14. As a term of employment the postholder may be required to undertake other such duties as may reasonably be required of you in the post and department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments at any of the Authority's establishments.

15. Health and Safety

- To be familiar with and always comply with
 - the Council's general health and safety policy,
 - the Council's specific health & safety policies and procedures as detailed in the Council health and safety policy documents, and
 - local department specific health and safety procedures as amended or added to from time to time.

- To report any unsafe practice, accident, incident, dangerous occurrence or hazard found during your work to your line manager for action.

- To take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work. To maintain Personal Protective Equipment and to report any PPE that is defective.

- To co-operate with all staff and members of the authority so far as is necessary to enable all health and safety requirements to be performed or complied with.

- To ensure anything provided in the interests of health, safety or welfare is not intentionally or recklessly interfered with or misused.

HARBOROUGH DISTRICT COUNCIL – PERSON SPECIFICATION

JOB TITLE:	Debt Recovery Officer				
TEAM:	Finance Services				
POST NO:		GRADE:	4	WEEKLY HOURS:	37
ALLOWANCE:	N/A				
CONTRACT TYPE:	Casual <input type="checkbox"/> Permanent <input checked="" type="checkbox"/> Fixed term <input type="checkbox"/> If fixed term, end date / event:				

TYPE OF CRITERIA	ESSENTIAL REQUIREMENTS: Minimum requirements for the successful completion of the job	ASSESSMENT A / I / T / E	DESIRABLE REQUIREMENTS: Elements that contribute to improved / immediate performance in the job	ASSESSMENT A / I / T / E
QUALIFICATIONS	GCSE Grade C Mathematics and English Language or equivalent or able to demonstrate equivalent aptitude	A, I, E	AAT qualifications	A, I, E
	Proven ability to use Microsoft products to intermediate level, especially Word & Excel	A, I	Specific debt recovery qualifications (e.g. CICM)	A, I, E
EXPERIENCE	Experience of processing accounts receivable and or accounts payable transactions	A, I	Experience working within a credit control or debt collection environment for a public sector organisation	A, I
	Experience of using modern computerised financial systems	A, I		
	Experience of delivering excellent customer service when dealing with the public over the telephone, in writing, and in person.	A, I		
	Experience of resolving customer queries appropriately	A, I		
	Experience working within a credit control or debt collection environment	A, I		

KNOWLEDGE	Understanding of basic double entry bookkeeping	A, I	Understanding of multi-ledger financial systems (e.g. Technology One)	A, I
	Understanding of how financial systems operate (e.g. Sage, Oracle, Unit4)	A, I		
	Understanding of legal processes relating to debt collection	A, I		
SKILLS	Ability to achieve objectives within agreed timescales	A, I	Good analytical skills	A, I
	Ability to communicate effectively	A, I		
	Able to work on own initiative, handling multiple cases daily	A, I		
	Able to work in a team	A, I		
	High degree of numeracy	A, I		
	Accurate and concise work	A, I		
	Calm approach under pressure, particularly while dealing with customers	A, I		
	Proactive and flexible approach to problem solving	A, I		
	Ensuring continuous improvement in the process & ensuring corporate views are incorporated in any changes	A, I		
	Negotiation Skills, in respect of debtors and suppliers	A, I		
	Ability to prioritise competing tasks	I		
	Proven ability to confidently deal with a wide range of customers and provide a excellent service	A, I		
	Ability to explain processes to non financial colleagues	A, I		
OTHER	Disclosure checks for a secure mailbox	E		
Assessment Legend:				
A = Application		I = Interview		T = Test or Assessment
E = Evidence (e.g. certificate)				

