

JOB SUMMARY

Post Title	<i>Trainee Payments Officer – Debt Recovery</i>						
Job Family	<i>Business Support</i>	Pay Range	<i>4</i>	Line Manager to others?	No	Role profile ref	<i>BS05</i>
Service Area	<i>Payments Team</i>						
Line Manager	<i>Payments Team Leader</i>						
Location	<i>Westridge, Ryde / Agile</i>						

Job Purpose:

To undertake a systematic debt recovery process to ensure the prompt collection of monies due to the Council.

To take account of the Council’s vision, values, and objectives at all times and to have regard to the confidential nature of the work.

Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)

- Produce and maintain aged debt reports on a monthly basis.
- Respond to queries whether from the generic debt recovery inbox, by telephone, post, or CRM message.
- Review and carry out BACS return reports whilst under supervision.
- Take payments from individuals or businesses over the telephone.
- Communicate clearly and effectively with personnel at all levels both internal and external.
- Ensure a high level of customer service by communicating and dealing with customer enquires ensuring details of all forms of communication are accurately recorded on the relevant system.
- To have a clear understanding of all the tasks and activities for which the Payments Team are responsible.

Knowledge, Skills and Experience

Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Practical experience within the relevant working environment.	Recent and relevant financial administration experience		*
	Recent experience of financial IT systems and processes		*
	Must be able to work effectively as part of a team	*	

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Working knowledge of relevant processes and systems.	<p>Able to demonstrate good time management skills and able to prioritise own work</p> <p>Up to date relevant knowledge of office procedures and practices</p> <p>Knowledge of SAP/SRM</p>	*	*
Knowledge of the service provided in own area.	<p>Knowledge of debt recovery processes</p> <p>Ability to work under pressure and to strict deadlines</p>	*	*
ICT skills including use of Microsoft applications.	Proficient with Microsoft 365 including Outlook, Word and Excel	*	
Good verbal and written communication skills.	<p>Able to demonstrate effective verbal and written communication skills</p> <p>Must have a polite and professional telephone manner</p>	*	*
Numerate and accurate with attention to detail.	Able to evidence a high level of accuracy	*	
Understanding of how to deal with customers appropriately.	<p>Confident communicator and demonstrable ability to communicate effectively with Customers both internal and external</p> <p>Experience of utilising negotiation skills when dealing with difficult conversations</p>	*	*
Qualifications			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Educated to GCSE Level or equivalent	GCSE Maths and English grade 9-4 or equivalent qualification or experience	*	
Level 3 Business Administration or equivalent (including a requirement to work towards this level) or able to demonstrate equivalent experience. (QUALS)	NVQ level 3 in Business Administration, A Levels or able to demonstrate equivalent experience		*
May require relevant certifications including evidence of fluency in English language.			
RSA II (Word Processing) or equivalent professional qualification may be required.			
Organisation Structure (optional)			

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