

JOB SUMMARY

Post Title	Payments Officer - Debt Recovery						
Job Family	<i>Business Support</i>	Pay Range	5	Line Manager to others?	No	Role profile ref	BS05
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, maintain, and review aged debt reports and follow sundry debt recovery procedures to ensure all monies owed to the council are collected.
- Monitor and action BACS returns.
- Review and run reports for the temporary accommodation database.
- Produce refund requests for approval by line manager.
- Produce reports for different service departments based on required detail and debt recovery action.
- Carry out dunning runs, and follow up actions, based on relevant stage and processes.
- Carry out weekly AUDDIS runs.
- 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.
- Appropriate use of IT and financial systems including designing and maintaining databases and spreadsheets.
- Contribute, through active participation in reviews of payments team procedures, via team meetings and other working groups as appropriate (system development, safeguarding meetings, meetings with legal etc).
- 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	*	

JOB SUMMARY

	Must be able to work effectively as part of a team	*	
Working knowledge of relevant processes and systems.	Able to demonstrate good time management skills and able to prioritise own work	*	
	Up to date relevant knowledge of office procedures and practices	*	
	Knowledge of SAP/SRM	*	
Knowledge of the service provided in own area.	Knowledge of debt recovery processes	*	
	Ability to work under pressure and to strict deadlines	*	
ICT skills including use of Microsoft applications.	Proficient with Microsoft 365 including Outlook, Word and Excel	*	
Good verbal and written communication skills.	Able to demonstrate effective verbal and written communication skills	*	
	Must have a polite and professional telephone manner	*	
Numerate and accurate with attention to detail.	Able to evidence a high level of accuracy	*	
Understanding of how to deal with customers appropriately.	Confident communicator and demonstrable ability to communicate effectively with Customers both internal and external	*	
	Experience of utilising negotiation skills when dealing with difficult conversations		*

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.	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.

JOB SUMMARY

RSA II (Word Processing) or equivalent professional qualification may be required.

Organisation Structure (optional)