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 | **POST TITLE:** | **Enforcement Service Senior Officer** |
| 1. **2.**
 | **POST NUMBER:**  |  |
| 1. **3.**
 | **GRADE:**  | Gd8Job Evaluation Ref No: N10446 |
|  | **LOCATION:** | Your normal place of work will be Green Lane, Spennymoor. However, you may be required to work at any council workplace in County Durham |

**Flexible Working:** Subject to service needs the council’s flexible working policy is applicable to this post

**Disclosure & Barring Service:** Subject to Basicdisclosure

1. **ORGANISATIONAL RELATIONSHIPS:**

The post holder will be responsible to the Enforcement Service Team Leader.

1. **DESCRIPTION OF ROLE:**

To support the provision of a responsive, efficient and effective Enforcement Agent Service.

To provide first line management and supervision to a team of Enforcement Agents and Enforcement Assistants, providing technical support and direction to support decision making made by the team.

Assist and support the planning, development and improvement of the Enforcement Agent Service to achieve continuous improvement in line with Council objectives and Government and legislative direction.

1. **DUTIES AND RESPONSIBILITIES *SPECIFIC* TO THIS POST:**

Listed below are the responsibilities this role will be primarily responsible for:

1. Support and assist the Team Leader, to manage, supervise and lead a Team of Enforcement Agents and Enforcement Assistants to ensure that all aspects of enforcement are performed to a quality standard and in accordance to with prescribed legislation and Council policy, procedure and financial regulations.
2. Provide first-line management and day-to-day supervision to Enforcement Agents and Enforcement Assistants to ensure that duties are fully completed, accurately and within timescales and reported thereon.
3. Assist with the management of all aspects of health and safety to ensure compliance with the appropriate controls.
4. Assist with the formulation and development of policies, procedures and appropriate controls, responding to legislative, statutory or organisation change as appropriate.
5. Support performance management and quality assurance frameworks and monitoring and assist reporting on agreed performance measures.
6. Maximise Council revenue through the effective management, collection and recovery of debt referred for enforcement action, as defined by the Council’s Debt Management Strategy.
7. Ensure that professional standards and the Council’s values and behaviours are maintained by ensuring the adequate supervision, coaching and mentoring of staff, the identification of staff training and development needs and engagement of the Council’s PDR process.
8. Investigate and respond to complaints about the service and follow the Council’s Corporate Complaints process, taking corrective actions when appropriate.
9. Assist in the provision of a customer focused service, through the development of partnership working with key stakeholders to promote appropriate Council Tax and Business Rates exemptions and discounts, welfare benefits take-up and financial inclusion.
10. Protect and support vulnerable customers or those in financial hardship through the effective management of the Council’s Debt Management Strategy, Discretionary Housing Payment and Safeguarding Policies and sign-posting to appropriate support including Housing Solutions, health and social care and/or third sector support.
11. Assist with the development of and maintain positive and collaborative relationships with the Payments, Income & Support and Assessment & Awards teams and internal and external stakeholders, to ensure the service is customer focussed.
12. Maintain a good working knowledge of all relevant legislation, procedure and working practices, in respect of debt management and collection.
13. Management and monitoring of staff related issues including attendance management and disciplinary issues in accordance with Council Policy.
14. Support the Council’s aims, objectives, culture and behaviours.
15. Ensure the health, safety and wellbeing of yourself and the team including building levels of resilience.
16. Ensure principals of equality and diversity are embraced and underpin all policies, procedures, and service delivery.
17. The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post.

**9. COMMON DUTIES AND RESPONSIBILITIES:**

9.1 **Quality Assurance**

To set, monitor and evaluate standards at individual, team performance and service quality so that the user and the Service’s requirements are met and that the highest standards are maintained.

 To establish and monitor appropriate procedures to ensure that quality data are reported and used in decision making processes and to demonstrate through behaviour and actions a firm commitment to data security and confidentiality as appropriate.

9.2 **Communication**

To establish and manage the team communications systems ensuring that the Service’s procedures, policies, strategies and objectives are effectively communicated to all team members.

9.3 **Professional Practice**

 To ensure that professional practice in the team is carried out to the highest standards and developed in line with the Service’s stated objectives of continual improvement in quality of its service to internal and external customers.

9.4 **Health and Safety**

Manage health and safety in their area of responsibility in accordance with the relevant section(s) of the Corporate/Service Health and Safety Policy and to ensure that the Health and Safety policy, organisation arrangements and procedures as they relate to areas, activities and personnel under your control are understood, implemented and monitored.

9.5 **General Management (where applicable)**

To provide vision and leadership to staff within a specialist team, ensuring that effective systems are in place for workload allocation and management, the application of the Authority’s and the Service’s policies and procedures, including those relating to equality, supervision and appraisal and all aspects of their performance, personal development, health and welfare.

9.6 **Financial Management (where applicable)**

To manage a designated budget (as required) ensuring that the Service achieves value for money in all circumstances through the monitoring and control of expenditure and the early identification of any financial irregularity.

9.7 **Appraisal**

 All employees will receive appraisals and it is the responsibility of each employee to follow guidance on the appraisal process.

9.8 **Equality and Diversity**

As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice.  To ensure our commitment is put into practice we have an equality policy which includes responsibility for all employees to eliminate unfair and unlawful discrimination, advance equality of opportunity for all and foster good relations.

       These policies apply to all employees of Durham County Council.

9.9 **Confidentiality**

 All employees are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work unless it is permitted for the purposes of their role, they have explicit consent from the person concerned or exceptions governed by legislation.

All employees must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and using Council information assets. The Council has a Personal Information Security Policy in place.

9.10 **Induction**

The Council has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.

**Person Specification**

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|  | **Essential** | **Desirable** | **Method of Assessment** |
| **Qualification** | * Level 4 or equivalent

Or* IRRV level 3 Technician/Certificate or AAT/CIPS equivalent professional qualification and experience of:

Debt collection & enforcement, collection of Council Tax/Business Rates and/or sundry debt | * Management Qualification
* Certificated Enforcement Agent
* IRRV qualification
 | Application formSelection ProcessPre-employment checks |
| **Experience** | * Supervising a team in debt recovery
* Experienced in the interpretation and application of legislation
* Proven ability to lead and manage a team
* Working under pressure and to prescribed deadlines and manage conflicting priorities
* Experience working with internal and external stakeholders and customers
 | * Experience of supervising a team in Revenues/Benefits/Financial Support/Financial Management
* Implementing new systems / new ways of working
 | Application formSelection ProcessPre-employment checks |
| **Skills/Knowledge** | * The ability to converse at ease with customers and provide advice in accurate spoken English
* Knowledge of enforcement legislations; The Courts & Enforcement Act 2007 & Taking Control of Goods Regulations 2013, Taking Control of Goods Fees Regulations 2014
* Highly developed negotiations and communication skills
* Ability to prioritise workloads and manage conflicting demands
* Ability to produce detailed reports
* Ability to take ownership and responsibility
* Ability to understand and apply the Council’s values and behaviours
 | * Knowledge of Council Tax, Business Rates, Housing Benefit, or Sundry Debt legislation
* Knowledge of financial management regulations
* Knowledge of BACS regulations & PCI standards & compliance
 | Application formSelection ProcessPre-employment checks |
| **Personal Qualities** | * Self-motivated and enthusiastic with the ability to inspire and motivate other
* Flexible approach to work
* Innovative
* Caring, responsive and customer focused
* Resilient
 |  | Application formSelection ProcessPre-employment checks |
| **Other qualities** | * Travel is a requirement of the post
* Will be required to adopt a flexible approach to working hours and be available/contactable outside of standard working hours
 |  | Application formSelection ProcessPre-employment checks |