

Job Description

Post Title: Enforcement & Compliance Officer
Evaluation: 528 Points **Grade:** N7
Responsible to: In-House Compliance and Enforcement Manager
Responsible for: N/A

Job Purpose: To provide a comprehensive enforcement and compliance visiting service in accordance with policy, procedures and regulations to maximise income due to the Council.

Main Duties: The following is typical of the duties the postholder will be expected to perform. It is not necessarily exhaustive and other duties of a similar nature and level may be required from time to time.

1. To visit debtors to enforce liability orders in accordance with the Taking Control of Goods Regulations 2013 and arrange for the removal and sale of debtors' goods.
2. To locate and liaise with debtors to establish the best method of debt recovery including negotiating repayments and provision of debt management advice where appropriate to maximise income due to the council.
3. To carry out visits to commercial and domestic properties to give advice on, verify and update property information to ensure compliance with criteria for discounts, exemptions, reliefs, empty property premiums and other reductions.
4. To collect information and report on new build properties, usage changes and property alterations and to ensure that valuation lists are updated timely.
5. To process and serve statutory demands and petitions for insolvency, attend Court as necessary and execute arrest warrants in line with Court instructions.
6. To operate to the Council's standards and in accordance with financial regulations concerning cash handling, receipt issuing, reconciliation and allocation of payments
7. To ensure that all documentation and records in relation to enforcement and compliance visits are maintained accurately and updated timely.

8. To comply with and maintain a safe, healthy and secure environment and to strictly adhere to Council policy and procedure in relation to Lone Working, Health and Safety and new guidelines regarding COVID-19 and the use of PPE.
9. To work where necessary with colleagues to co-ordinate support on high risk visits.
10. To identify and escalate safeguarding issues where appropriate.
11. To contribute towards and keep up to date with the Council's policies and protocols on recovery and enforcement of debts and to remain compliant with relevant legislation
12. To develop and maintain positive collaborative working relationships with all relevant stakeholders and service teams across the council on matters relating to revenues and/or benefits.
13. To participate in specific projects as required.
14. To participate in identifying and implementing business process improvements and participate in the development of business opportunities relevant to the service area.
15. To promote and implement the Council's equity policy in all aspects of employment and service delivery