

Enforcement & Compliance Officer

Part A

The following criteria (experience, skills and qualifications) will be used to short-list at the application stage:

Essential

Able to:

1. Demonstrate a comprehensive understanding of the law and practices relating to billing, collection, recovery and enforcement of council tax and business rates;
2. Demonstrate a comprehensive understanding of the legislation relating to the Taking of Goods Act 2013;
3. Plan and prioritise diverse workloads to meet tight deadlines;
4. Demonstrate highly developed negotiating skills that are persuasive and influential;
5. Demonstrate a proven track record of developing and maintaining positive working relationships with colleagues and stakeholders, both internal and external;
6. Communicate effectively, orally and in writing, with a diverse range of people;
7. Demonstrate an understanding of the Council's Equalities policy;
8. Demonstrate an understanding of Health & Safety standards required for this role;
9. Possession of a valid 'Taking of Goods' Certificate;

Experience of:

- Recent experience of working as an Enforcement Agent or similar;
- Maximising revenue collection including negotiating payment arrangements;
- Contributing to and embedding cultural change in the workplace;
- Contributing to continual business process improvement to deliver efficiency;
- Working within a customer focused environment;
- Analysing complex information and developing strategies to improve service delivery;
- Good ICT and keyboard skills including use of Microsoft applications;

Desirable

1. IRRV Qualification;
2. Use of Northgate Revenues processing system;
3. Membership of CIVEA;

Part B

The following will be explored further at the interview:

1. Comprehensive understanding of the law and practices relating council tax and/or business rates and the Taking of Goods Act 2013;
2. Recent experience of working as an Enforcement Agent or similar;

3. Negotiation and persuasive skills;
4. Approach to relationship management;
5. Approach to managing workload to meet deadlines;
6. Approach to managing change within a working environment;
7. Communication and interpersonal skills;
8. Approach to embedding Equalities Policy in your day to day role;
9. Approach to embedding Health and Safety in your day to day role;