

Aberdeen City Council

Job Profile

Recovery Assistant



About Aberdeen City Council

Our purpose is to ensure the People and Place of Aberdeen prosper and to protect the People and Place from harm.

The <u>Local Outcome Improvement Plan 2016 – 2026</u> (LOIP) identifies how Aberdeen City Council, together with our <u>Community Planning Partners</u>, will tackle the key issues facing our city to ensure Aberdeen is a place where all people prosper. The LOIP sets out our shared promises to the people of Aberdeen:

- Prosperous Economy Aberdeen has a flourishing, thriving and successful local economy.
- Prosperous People People in Aberdeen are happy, healthy and enjoy positive life outcomes.
- Prosperous Place People experience Aberdeen as the best place to invest, live and visit.
- Enabling Technology Innovative, integrated and transformed public services.

To deliver our promises to the city of Aberdeen, our focus is on:

- Empowering staff to meet priority outcomes
- Empowering the communities, we serve to be self-sufficient
- Early intervention and prevention of harm to the people, place and economy of Aberdeen
- Connecting with citizens, customers and partners through our use of digital
- Using data and information to help us understand the demand on the Council and how we can better meet our outcomes
- Being entrepreneurial creative and innovative in how we do our business.

We count on our employees to be enthusiastic and proactive public servants, who are committed to our purpose and motivated to make a positive and lasting difference to the city and its people.

Aberdeen City Council is arranged into six functions. Each function is divided into clusters, and within each cluster are service areas/teams.

About the **Customer** Function

This function is responsible for the management of the ACC customer 'platform', consolidated customer functions and has the duty of dealing with the first point of enquiry, assessment, managing demand and interfacing with operations where this is necessary. The function is focused on helping individuals and communities to help themselves, where appropriate, as part of the whole system overview of demand which the Council is facing.

The function is there to create the conditions for more of our service offer to be delivered through digital means, to enforce customer standards and to, overtime, build deeper and broader services directly through to customers and communities and away from 'services'. The role is highly reliant on the IT and business intelligence functions and the owner of the Strategic Digital Partner....

About the **Customer Experience** Cluster

This cluster is responsible for managing all internal and external customer contact across all channels (face to face, telephony, mail, web, social media etc).

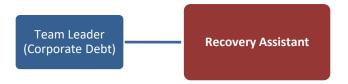
About the Corporate Debt team

The Corporate Debt Team is responsible for a comprehensive recovery service to maximise collection of income for Council Tax, Rent, Former Tenancy Arrears, Legal Expenses, Service Income, Housing Benefit Overpayments, Parking, Bus Lanes, Non-Domestic Rates and any other income due to the Council.

About the Role

The purpose of the role is to provide an efficient, effective and flexible comprehensive recovery service to recover income for Council Tax, Rent, Former Tenancy Arrears, Legal Expenses, Service Income, Housing Benefit Overpayments, Parking, Bus Lanes, Non Domestic Rates and any other income due to the Council in conjunction with the Council's Debt Collection and Sheriff Officer Services.

Job Title	Recovery Assistant		
Pay Grade	G		
Location	Marischal College or as required		



Key Outcomes and Task Examples

The post holder will deliver:

An efficient, effective and flexible service to administer recovery of income for Council Tax, Rent, Former Tenancy Arrears, Legal Expenses, Service Income, Housing Benefit Overpayments, Parking, Bus Lanes, Non Domestic Rates and any other income due to the Council in conjunction with the Council's Debt Collection and Sheriff Officer Services.

Examples of related tasks:

- Pro-actively assist in the maximisation of income to the Council through recovery processes and ensure performance targets are achieved.
- Issue replies to customer queries by means of system generated standard letters or compose non-standard letters.
- Identify root cause of arrears and provide debt and budget advice on repayment plans and or determine financial solutions to avoid further recovery action.
- Provide advice and guidance to customers, internal/external agencies, partners and stakeholders regarding recovery of debt in writing, telephone, face to face and or carry out visits.
- Investigate and action reports
- Take part in recovery initiatives to improve and maximise collection
- Participate within the Sheriff Officer joint unit
- Promote Direct Debits and electronic payments
- Provide support to other members of staff e.g. mentor

Role Requirements

This section includes what the post holder needs to carry out the role or, for recruitment purposes, enables applicants to decide whether they meet these requirements.

Minimum
Qualification(s) /
Certificates /
Memberships etc.
required

None

As a minimum, demonstrate skills and experience in	 An ability to understand and apply complex regulations Using a variety of ICT software packages Proven organisational skills Proven communication skills Proven attention to detail and high levels of accuracy An ability to work co-operatively and flexibly A focus on delivering excellent customer service An ability to seek out solutions to avoid the need to instigate Court action An ability to prepare accurate legal information for customer and Court Comply with GDPR, ICT and Health and Safety
As a minimum, demonstrate an understanding of	 Relevant policy, legislation and procedures for all income streams Budgeting and basic Money Advice
Demonstrate commitment to	 The principles of the target operating model The priorities and aims of Aberdeen City Council
Other requirements	The ability to travel to locations around the city to meet the requirements of the role.

Our Guiding Principles We are all responsible for the culture we work in, and our Guiding Principles help guide what we expect from each other:						
Purpose	We care about our purpose, our people and our city					
Pride	We take pride in what we do and work to make things better					
Team	One team, one council, one city					
Trust	We trust each other and take responsibility					
Value	We value each other and recognise a job well done					

Function	Version Date	
Cluster	JE Number	Capability Framework Level