**ROLE DESCRIPTION**

|  |  |  |
| --- | --- | --- |
| Role Title | Business | Reports to |
| Enforcement Agent | Revenues & Benefits  | Revenues & Benefits Manager  |

**PURPOSE**

|  |
| --- |
| To visit tax/ratepayers in their homes and businesses to determine the most effective means to secure and maximise payment of council tax, business rates arrears, Sundry Debts and Housing Benefit Overpayments. To implement enforcement remedies in compliance with the statutory regulation, Council policy and Debt Recovery procedures. |

**DIMENSIONS**

|  |  |
| --- | --- |
| Direct Reports | Budget Responsibility |
| None | None |

**PRINCIPAL ACCOUNTABILITIES**

|  |
| --- |
| * Visit debtors for arrears of council tax, business rates arrears, Sundry Debts and Housing Benefit Overpayments, to establish their circumstances and ability to pay.
* Implement effective recovery remedies to efficiently secure payment, in accordance with current enforcement regulation
* Possess professional knowledge relating to Taking Control of Goods and general knowledge of council tax and non-domestic rate regulation.
* To work 5 hours per week outside the hours 9 a.m. to 5.30 p.m. Monday to Friday.
* To visit tax/ratepayers at different times of the day and week to ensure personal contact is made.
* Undertake visits in postcode order to ensure the shortest possible route is driven on all enforcement business.
* Actively advise tax/ratepayers regarding entitlement to rebate, discount and exemptions, and assist customers to complete application forms.
* If English is not the tax/ratepayers first language, or there is an inability to fully understand the enforcement process, to take responsibility to ensure access to an interpreter is provided.
* Identify taxpayers in severe financial difficulty and to defer enforcement action if the case is referred for debt management advice.
* To collect payment in full of council tax and non-domestic rates, or agree payment arrangements within recovery timescales.
* Ensure correct accounting and receipting of monies collected is adhered to at all times, and in strict adherence to recovery banking procedures
* To have read and understood the Enforcement Agent procedure manual and to fully implement these working practices on a daily basis.
* Proactively obtain and record work and income details from all taxpayers, and to identify those persons who refuse to supply this information for criminal prosecution.
* Gain lawful entry to premises to undertake to take control of goods and to complete controlled goods agreements
* Where payment is refused or defaulted upon, to be responsible for taking control of goods and the removal of debtor’s goods, and to supervise the transport of goods to the auctioneers.
* Proactively apply the correct fees in accordance with the statutory charges connected with taking control of goods.
* Process serve statutory demands, court summonses and the execution of arrest warrants, with or without bail.
* To carry out all duties and responsibilities in accordance with agreed policies, including Health and Safety.
* Undertake to fully complete all visit records and documentation in a timely, legible and accurate manner.
* Assist with providing support and guidance to fellow officers
* To remain vigilant and report possible cases of fraudulent claims to the appropriate Investigation or Revenue teams
* Understand and comply fully with the EA code of conduct and recovery charging policy
 |

**PERSON SPECIFICATION**

|  |  |
| --- | --- |
| Qualifications | Essential A good standard of Maths and EnglishMust be a certificated Enforcement Agent |
| Knowledge / Experience | Essential * Ability to demonstrate a systematic and methodical approach to work
* Experience of dealing with the public including an ability to deal with conflict
* Sound knowledge of the law governing EA activities
* Experience of working on own initiative – self motivated
* Experience of working in a customer focussed environment
* Experience of using computer systems
* The ability to work to targets and deadlines

Desirable* Knowledge of revenues/benefits/awards legislation
 |
| Technical Skills / Ability | Essential* Ability to communicate well with colleagues and customers
* IT literate in Microsoft applications
* An understanding of and the ability to work to relevant procedures and policies
* Full Driving licence.
* Analytical skills
* An attention to detail
* Organisational skills
* The ability to make fact based decisions

**Disposition*** Is motivated by and enjoys helping people
* A positive attitude to change with lots of energy and drive.
* Demonstrates enthusiasm for imparting and sharing knowledge with others and helping to develop people
* Strong commitment to equality of opportunity, diversity and promoting the rights of minority and under-represented groups, in employment and via the service
* Understanding of, and desire to deliver, high quality, cost effective public services
* Able to work on own initiative and assume responsibility
* Respectful of the sensitivity of service data and able to operate with integrity and using professional judgement at all times
* Demonstrate personal qualities of honesty, integrity, reliability, impartiality and flexibility.
 |

|  |  |
| --- | --- |
| Salary Range | £22.4 -24.8k |
| Job Family | Admin |
| Contract Type | 12 month fixed term contract |