

Job specification



Job title: Recovery Officer
Service: Financial Transactions and Systems
Grade: G6
Reporting to: Income Recovery Manager

Your job

The Financial Transactions and Systems Team collect in excess of £100m of income on an annual basis. As a Recovery Officer you will participate in the collection of all Civil and Sundry Debts on behalf of the Council by utilising all appropriate recovery and enforcement options. The debt relates to the following categories; housing benefit, adult social care; public bodies; Wigan schools, trade, domestic and voluntary sector customer groups.

Within the Resources and Legal Directorate you will be part of the Financial Transactions and Systems Team within the Finance Division, working alongside colleagues in both the division and other council departments to ensure that the council maximises the collection of income.

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

In this job you will

On an ongoing basis you will:

- Assist in the enforcement of collection of customer debt.
- Prepare cases for summons/warrant action.
- Agree debt recovery payment plans.
- Deal with customer enquiries directly over the telephone and via email.
- Prepare and issue designated court applications and issue documentation to progress County Court actions in relation to matters arising from the Accounts Receivable function.
- Prepare, present and litigate County Court Application Cases in respect of the Accounts Receivable function at County Court, including independent action, response and negotiation with defendants as required within the confines of the court.
- Liaise and negotiate with external bodies e.g. Motor Insurers Bureau, to reach successful outcomes in respect of insurance related Accounts Receivable matters such as debts arising from Road Traffic accidents.
- Undertake all necessary trace action in respect of absconded debtors by using appropriate trace facilities including the National Anti-Fraud Network.
- Have responsibility for the timely collection of monies via Direct Debit.
- Work closely with other Council Services to ensure that service debt is accurate and recovered on a timely basis.

- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need

You must be able to demonstrate the following essential requirements:-

- 4 GCSE's (Grade A-C) including English Language and Mathematics or ability to demonstrate attainment at NVQ Level 2 or evidence of the equivalent QCF Credit Value or equivalent.
- Ability to plan, organise and prioritise own workload to meet deadlines.
- Experience within a relevant Finance environment.
- Have a flexible approach to work.
- Ability to work on own initiative and as part of a team.
- Ability to complete work accurately and demonstrate attention to detail.
- Ability to make decisions independently without reference to senior management.
- High level negotiation skills and the ability to persuade and influence others.
- Awareness of confidentiality and Data Protection issues.
- Knowledge and understanding of County Court case management, procedures and protocols in addition to the principles of case presentation and advocacy.
- Good level of IT skills and the ability to produce management information and statistics.
- Excellent interpersonal skills and the ability to build positive working relationships and deal sensitively with other council officers and members of the public.
- Excellent written and verbal communication skills.
- Extensive analytical skills.

Our culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Team Wigan** behaviours.

Be Positive... take pride in all that you do

Be Accountable... be responsible for making things better

Be Courageous... be open to doing things differently

Be Kind... be helpful, generous and thoughtful towards yourself and others

Together we will

Deliver Deal 2030, working alongside our communities to make Wigan Borough an amazing and inclusive place to live and work, building a better future.

We will



Genuinely care for you and your wellbeing.



Champion a culture that inspires you to thrive.



Listen and engage with you to bring your ideas to life.



Celebrate your contribution and support you to reach your goals and aspirations.

I will



Look after my wellbeing and be kind to myself and others.



Work with others across #TeamWigan to be courageous, innovative and embrace technology.



Share my ideas and be accountable for making things happen.



Own my development and let my passion and positivity shine through.