

Job specification



Job title: Business Partner Collections
Service: Customer Services
Grade: G10
Reporting to: Business Manager Collections

Your job

You will ensure the pre-enforcement stages of Rents, Former Tenancy Arrears, Council Tax, Housing Benefit Overpayment and Business Rates, as well as ensuring future streams are efficient, effective and streamlined to maximise collection.

You will develop systems and processes to raise awareness and uptake of Home Contents Insurance, Council Tax Discount and Exemptions, Business Rate reliefs, Downsizer Scheme for Rent Accounts, using traditional and digital communications and accounting for the impact of Universal Credit and Welfare Reform.

You'll ensure that the principles of early intervention and prevention are instilled across the service and policies and procedures like Fair Collection and Vulnerability are embedded into working practices. You will create a culture of offering customers advice and information and signposting to internal and external support services appropriately.

You'll manage a multidisciplinary team of staff delivering a range of customer driven services and provide them with support to explore options that will maximise revenue and deliver long term solutions.

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

Within the first 6 - 18 months, you will:

- Ensure that Single Person Discount review processes are developed and undertaken annually in the most expedient and cost-effective manner adopting system changes that maintain relationships in Housing Benefit claims and Council Tax household counts
- Develop a Direct Debit by default culture as the primary payment method to support Digital First and online strategies. recording and reporting against improvement targets to support the reduction of collection costs
- Be responsible for the development, documentation, training and implementation of pre-enforcement recovery pathways to create streamlined and joined up processes across all revenue streams eliminating duplication and hand offs

- Create a culture where the principles of early intervention, prevention and asset-based conversations are the norm and that customers circumstances are understood when negotiating payment arrangements
- Ensure that relationships between Collection, Customer and Assessment exploit opportunities to maximise income and support our customers providing support and guidance to create understanding across Customer Services of these relationships and how they can mutually be beneficial to our customers and the council
- Working with the Customer Services Senior Management Team proactively seek additional areas of income, exploring all internal and external funding streams, reporting success and creating robust monitoring regimes
- Identify new business opportunities and income streams. aligning sympathetic services to reduce hand offs and enhance the customer experience providing right first-time processes
- Investigate data sharing opportunities across new lines of business to streamline processes and reduce processing times, ensure legislative requirements are met and shared with customers
- Work with teams within the Homes section of Adult Services to ensure that where possible tenancies are sustained through income collection.

On an ongoing basis you will:

- Review customer communications to ensure they are customer focussed and clearly understood, signposting customers to support mechanisms and opportunities to maximise their income.
- Develop effective and innovative collection strategies across all income streams, exploring the use of new technologies to support collections.
- Facilitate the training of all staff to ensure that appropriate advice and support can be provided in relation to welfare benefits, in particular Universal Credit.
- Analyse and interpret complex management, performance information and reports for compliance with legislative requirements proactively identify areas of potential risk and provide relevant staff development and or input to meet service need.
- Support changes in legislation and interpret, action correctly and communicate to all staff, partners and customers and that changes are developed and embedded accurately across all Customer Services platforms, systems and points of contact.
- Provide monthly quality management and performance information that forecasts collection trends adding context and commentary, including improvements and how risks will be mitigated to deliver against service improvement targets.
- Ensure any revenue streams are robustly monitored to maximise income and returns are accurate, using Audit and Finance colleagues to support processes
- Monitor staffing resources identifying peaks and troughs to ensure flexibility is maintained using negotiation across teams to deliver solutions that enable delivery.
- Monitor and report on the submission and processing of Council Tax and Business Rates Valuation Tribunal appeals, creating reporting mechanisms to measure outcomes.

- Support the authoring of policies and schemes for discretionary and local discounts, exemptions, reliefs and reductions from any income stream and ensure appropriate approval and governance is obtained and maintained.
- 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:-

- Management qualification NVQ Level 4 or equivalent significant level of experience.
- Evidence of continuous professional development (CPD) in a management capacity.
- Proven track record of effective service development and delivery in a relevant area of work.
- Experience of effectively working to associated service/team plans and achieving clear quality standards, targets and outcomes.
- Knowledge of best practice and developments in specific areas relating to the functions of the post.
- A good understanding of the value and use of new technologies in improving services and modernising working processes.
- Significant understanding of the legislative and key operational issues relevant to the post.
- Knowledge of Equality and Diversity policies and issues affecting public services.
- High level of written and oral communication skills and ability to make presentations to a wide range of audiences.
- Ability to use influencing skills and to promote open discussion and negotiate common agreement where there are disparate points of view.
- Able to work in partnership and to develop the trust, respect and co-operation of colleagues and partners.
- Ability to analyse information, identify implications for Customer Services and implement relevant courses of action.

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 **Be 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

Individuals with line management responsibilities are also expected to ...

Inspire... lead by example and help others to see the big picture

Care... show genuine concern for people as individuals and value their contributions

Engage... I connect with others both within and beyond the organisation

Staff Deal

Our Staff Deal is an informal agreement with all staff. It outlines what you can expect from us, and in return what we expect from you

Our part

- Provide strong, honest and visible leadership
- Reward your commitment and hard work
- Care for your health and well being
- Listen to you and put your ideas into action
- Support you to give something back
- Offer opportunities to learn and grow
- Be one team, one council
- Believe in you

Your part

- Listen, be open, honest and friendly
- Be efficient, flexible and professional
- Care for your health and stay active
- Tell us how we can improve
- Give something back whenever you can
- Take opportunities to learn and grow
- Be one team, one council
- Believe in yourself and our borough