



LONDON BOROUGH OF MERTON
CORPORATE SERVICES DEPARTMENT
JOB DESCRIPTION

POST TITLE: Debt Recovery Manager
Grade: ME16
Department: Corporate Services
Location: Civic Centre
Responsible to: Revenues and Benefits Manager

Responsible for: Debt Recovery Service
2 x Senior Debt Recovery Officers
9 x Debt Recovery Officers

Post number:

Date: September 2021

MAIN PURPOSE

- To lead and manage the Debt Recovery team and ensure that effective debt collection services are provided on a corporate basis.
- To be responsible for the management and development of a multi disciplined team of staff providing a debt recovery service.
- Ensure that the Council's statutory duties in relation to debt recovery are met at all times and that CIPFA and IRRV best practice is followed in regards to debt collection
- To plan, develop and implement effective strategies to improve debt and income collection
- To be the Council's legal representative at the Magistrates Court, County Court or High Court for any legal action being taken to pursue debts.
- To develop and implement practices and polices which improve service standards and collection rates across the section



MAIN DUTIES AND RESPONSIBILITIES

Professional

- To provide advice to Members, the Director, Head of Service and managers across the authority on debt recovery.
- To attend board meetings with Directors and Heads of Service to report on debt levels across the different debt sets.
- To interpret the corporate and service policies, strategies, business plans and programmes of the council, and to devise and implement measures so that debt recovery services are developed cost effectively to support these policies, strategies, business plans and programmes.
- To lead on the development and implementation of debt recovery policies.
- To keep abreast of developments in the field of debt recovery and bailiff law and ensure that service operates in accordance with modern good practice.

Managerial

- To lead, manage and develop the Debt Recovery team in accordance with council policies and procedures, legislative and regulatory requirements, covering the provision of quality, cost effective, and customer-focussed services as listed above.
- To manage the team ensuring that recruitment, training, development, appraisal, performance, workload allocation, supervision, quality assurance, risk and other management activities are carried out in accordance with council policy.
- To develop and execute debt recovery processes to provide a standard and unified framework with regards to recovery of debt, progression of cases, recovery cycles, use of bailiffs and collection agencies, court action and write off of debt.
- To manage the insolvency processes within the council, to including bankruptcy and charging orders ensuring that timely management of accruing debts is maintained. To review individual cases and determine actions to be taken on debts taking into consideration the consequences of these actions and the impact on the council's budget
- To manage the council's court processes remotely
- Ensure that appropriate procedures are in place to progress all debts through the recovery cycles and setting clear framework so staff can identify the most suitable means of recovery to maximise income
- To ensure appropriate procedures are in place to progress all debts to internal or external bailiffs or debt collection agencies. To monitor and review the performance of internal and external collection agents and where appropriate draft tender documents for collection contracts



- To be the council's representative for the management of The Breathing Space moratorium. To manage the process within the council, ensuring that the appropriate actions are taken in relation to all debtors across in line with legislation
- To be responsible for the correct issue of all recovery documents, ensuring all documents are legally actuate and prescribed timescales are adhered to.
- To be responsible for ensuring that all enquires, complaints, Councillor and MP enquiries are completed within the corporate timeframes
- To be responsible for ensuring the integrity of the service is upheld and that confidentiality of customer's information is maintained at all times. To ensure the Council's resources are safe guarded against potential fraud
- To manage the working partnership with the council's internal and external enforcement agencies and ensure a seamless operation
- To manage the throughput of work and potential for collection of debts passed to partner solicitors and agents
- To manage the on-line deduction from benefit system and to ensure debts continue to be collected in accordance with the governing legislation.
- To participate in intra- and inter-departmental working parties and to ensure that such groups receive appropriate contributions from the Division.
- To liaise with internal and external customers reporting progress and performance and holding review meetings.
- To work flexibly to deliver a seamless service across front and back office functions/processes
- To undertake visits to debtor's homes, businesses and care homes to engage with debtors and progress debt collection process
- To ensure that robust information relating to debt recovery information is reported in accordance with the council's Data Quality strategy, and to work proactively to improve Data Quality where issues around timeliness or robustness of data have been identified
- To lead projects as required with regards to the implementation of new systems, services and procedures within the section
- To be responsible for ensuring that all of the activities of the team reflect the Council's Equal Opportunities Policy in relation to both employment and service provision
- To be responsible for ensuring that the Council's Corporate health and safety policy is implemented and that safe working practices and procedures are adopted by all staff in the team



- To represent the Head of Service, Director or council, as appropriate at external meetings and liaison meetings.
- To undertake such other duties of a comparable nature elsewhere in the organisation as may be required to facilitate management development and service flexibility.
- Any other duties as requested by the Head of Service, Director or section Manager

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**LONDON BOROUGH OF MERTON
CORPORATE SERVICES DEPARTMENT
PERSON SPECIFICATION**

POST TITLE: Debt Recovery Manager

Grade: ME16

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Qualifications and Experience

Professional and post specific requirements

- Experience of working in a debt recovery environment
- Experience of representing the council at court

Management requirements

- Experience of staff management
- Experience of developing and motivating staff both individually and as a group

Skills and Knowledge

Professional and post specific requirements

- Detailed knowledge of council tax and business rates legislation with regards to debt collection and bailiff law
- Positive attitude towards change and flexible approach to an evolving service
 - Detailed knowledge of legislation covering the collection and enforcement of adult social care debt.
 - Detailed knowledge of Community and Infrastructure legislation and the enforcement remedies available to the council to collect debts.
 - Detailed knowledge of overpayment of housing benefit legislations and a full understanding of the options available to the council for recovery of such debt.

Managerial and personal requirements

- Good communication skills, both orally and in writing
- Good numeracy and analytical skills
- Ability to prioritise to achieve set objectives
- Understanding of the role of debt recovery and how they can contribute to the effectiveness of direct service provision
- Clear understanding of ways in which the council's policy of equality in employment and service provision can be reflected in all aspects of work of the team



- An understanding of customer care in front line services, and commitment to delivering responsive services that meet customer needs
- Understanding of the council's vision and mission statement and how they relate to the work of the team

Personal Style and Behaviour

Please refer to LB Merton's Model of Leadership Behaviours (attached).