



LONDON BOROUGH OF MERTON
CORPORATE SERVICES DEPARTMENT
JOB DESCRIPTION

POST TITLE:	Enforcement Manager
Grade:	ME15
Department:	Corporate Services
Location:	Civic Centre
Responsible to:	
	Head of Revenues and Benefits
Responsible for:	9 Enforcement Officers & 4 Admin staff
Post number:	
	Date: June 2021

MAIN PURPOSE

- Manage the Enforcement Agent Team to ensure effective and customer focused services in the collection of Council Tax, Business rates, RTA fines and miscellaneous debts for the Council and its shared service partners ensuring that statutory duties are met
- Responsible for the in-house Enforcement Agent team meeting its and its partners income targets through effective performance management and budget monitoring.
- Responsible for the management of the team's resources, including staff, systems, and equipment to deliver high quality service
- Ensure that the Council's statutory duties in relation to enforcement recovery are met at all times and that CIVEA and IRRV best practice is followed in regards to debt collection
- Deliver and implement effective strategies to improve debt and income collection
- To represent the council at the Magistrates Court, County Court or High Court for any legal issues relating to enforcement action.

MAIN DUTIES AND RESPONSIBILITIES

Professional

- Performance manage a team of Enforcement Agents and office support staff deliver a high standard enforcement service collecting Council Tax, Business Rates, RTA fines and other council debts for the council and its shared service partners
- Responsible for ensuring the Enforcement Team is self-funding and achieves its income targets. Monitoring the budget of the Enforcement Agent Team and reporting progress on income to the Head of Revenues and Benefits
- Have a detailed knowledge of all aspects of Council Tax , Business Rates and RTA legislation and the enforcement legislation that applies to the collection of those debts and any other debts that we are directed to recover
- To provide advice to Members, the Director, Head of Service and managers across the authority on enforcement issues.
- Ensure all staff are trained to understand and be able to apply the correct procedures and are fully aware of the current legislation and regulations surrounding all aspects of the enforcement process and the recovery of outstanding debt
- Responsible for the correct issue of all documentation and ensure that all action is in accordance with the legal framework and that there is a robust and complete retention of issued documents in order that all enquiries , complaints and legal issues can be answered in full and with access to all appropriate information.
- To interpret the corporate and service policies, strategies, business plans and programmes of the council, and to devise and implement measures so that enforcement recovery services are developed cost effectively to support these policies, strategies, business plans and programmes.
- To keep abreast of developments in the field of enforcement law and ensure that service operates in accordance with modern good practice.
- Maintain enforcement certificate and undertake enforcement action when required. Undertake assessment on the road of enforcement agents to ensure they meet appropriate levels for training standards required.
- Ensure that work for the team (admin team and enforcement agents) is allocated to all staff, monitoring of throughput and quality of work and where appropriate highlighting performance issues.
- Ensure that enforcement recovery processes are in place to provide a standard and unified framework with regards to recovery of debt, progression of cases, recovery cycles, use of external enforcement and other collection methods.



- 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
- Manage and overview the more complex and sensitive cases through the enforcement process
- To investigate and respond to complaints, Councillor, MP and Ombudsman enquiries are ensure that they are completed within the corporate timeframes
- To ensure 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 ensure the input of data on enforcement recovery systems in an accurate and timely basis, and to be aware both of the performance indicators this data contributes to, and of the council's Data Quality strategy.
- 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 assist with projects as required with regards to the implementation of new systems, services and procedures within the section
- To ensure that all of the activities of the team reflect the Council's Equal Opportunities Policy in relation to both employment and service provision
- To ensure 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 Revenues and Benefits or Assistant Director, 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, Assistant Director or Director.



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

POST TITLE: Enforcement Manager

Grade: ME15

Date: June 2021

Qualifications and Experience

Professional and post specific requirements

- Experience of working in an enforcement recovery environment
- Certificated enforcement agent

Management requirements

- Ability to supervise and develop staff

Skills and Knowledge

Professional and post specific requirements

- Detailed knowledge of enforcement law and understanding of legislation with regards to debt collection for council tax, business rates and parking debt.
- Detailed knowledge of debt recovery processes with regards enforcement action
- Positive attitude towards change and flexible approach to an evolving service
- Ability to represent the council at court

Managerial and personal requirements

- Excellent communication skills, both orally and in writing
- Ability to performance manage staff to achieve targets
- Good numeracy and analytical skills
- Good IT skills
- Ability to prioritise to achieve set objectives
- Understanding of the role of the enforcement team 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