

## ROLE PROFILE

<b>Job family</b>	<b>Regulation &amp; Technical</b>	<b>Role profile number</b>	<b>RT08-1982</b>	<b>Grade H</b>
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**Job purpose:** Monitoring and enforcement of prescribed regulatory areas, which will include but not limited to, recommendations regarding infringement, resolution advice, event based activities. Provision of services of a technical, vocational or specialist operational nature to internal and external customers. To provide legal / regulatory / statutory monitoring and enforcement support within a specific work area.

Grade H posts will be required to undertake research and analyse information to provide recommendations to both internal and external stakeholders. Grade H posts are higher in 'Contacts & Relationships' and 'Creativity & Innovation' with increased impact from decisions made compared with grade G posts. This level of post is common across the organisation as an entry level post within the field where postholders will be working towards a relevant professional qualification.

<b>Factor</b>	<b>Relevant Job Information</b>
Supervision and/or Management of People	No full management of a team but will be required to monitor the quality and quantity of the work of others. Will provide advice, guidance and support to colleagues to ensure whole team achievements are met.
Indicative qualifications	HNC or NVQ level 4 or equivalent experience/skills. ITQ 2 or equivalent skill and ability. Working towards relevant professional qualification. Licence / certificate / qualification required for the role.
Knowledge and Skills	High level of relevant and practical experience acquired on-the-job which demonstrates ability to undertake and develop within the role An advanced understanding of relevant procedures and working practices. Good knowledge of specialist function relevant to service area. Excellent ICT skills including use of Microsoft applications and specialist systems Experience in the research, analysis and presentation of information Experience in the use of specialist equipment / systems / techniques relevant to the role Good communication and interpersonal skills, able to explain technical / legal issues in a straightforward manner Ability to draft up technical reports and draw conclusions from the data to inform decision making. Good knowledge of other areas of the authority relevant to the service Good organisational skills and the ability to prioritise workloads and achieve deadlines
Creativity and Innovation	Creativity and innovation is a feature of the job along with ability to interpret general guidelines to resolve issues. Provide evidence and documentation for the council at inquiries / court etc. Take appropriate action to ensure / support enforcement of / compliance with regulations Undertake the full range of registration duties, conducting legal and civil proceedings as required Issue licences / registrations or other authorisations. Ensure compliance with safe practice and the legal use/operation of specialist equipment. Support the development and delivery of team plans. Identify method of analysis to use and action to be taken within a defined area of responsibility. Recommend options, primarily through reference to precedent, supported by original thinking, within guidelines and procedures
Contacts and Relationships	Providing more specialist / professional advice and guidance where the situation and outcome are not straightforward or well established. Involves supporting or guiding colleagues / customers / stakeholders on issues relevant to the service area. Deal with people at all levels confidently, sensitively and diplomatically. Be first point of contact on a range of queries from internal / external customers, will be dealing with challenging situations where influence could be required.

Factor	Relevant Job Information
	<p>Contacts will include: colleagues, senior managers, partners, customers, members of the public, and stakeholders.</p> <p>Liaise with external agencies to exchange information. Communicate changes in policy and working practice to contacts.</p> <p>May involve contact with solicitors / court officials</p>
Decisions – Discretion & Consequences	<p>Work is carried out following the framework of accessible guidelines and processes.</p> <p>Decisions are made based on a range of established practices</p> <p>The consequences of the decisions will have a material effect on the service.</p> <p>Plan, organise and deliver own work to support the delivery of the regulatory / statutory / legal service and ensure completion of tasks within required standards and timescales.</p> <p>Investigate compliance / legal issues within area of responsibility. Including where required more complex / serious issues within specific area of specialisation</p> <p>Collate, enter, process and analyse information / evidence using the appropriate systems.</p> <p>Research and evaluate information as required and produce reports with recommendations.</p> <p>Work with partner organisations as required</p> <p>Support customers to plan improvements and monitor outcomes.</p> <p>Assist in the preparation of tenders and contracts.</p> <p>Organise and maintain records and documents using appropriate process / system</p>
Resources	Little or no responsibility for physical or financial resources
Work Demands	Work subject to interruptions and at times may be competing demands of work priorities.
Work Environment	<p>Work may require some physical effort.</p> <p>Majority of work may be performed outside in all weathers or exposure to moderate noise or dirty or difficult and unpleasant surroundings / conditions.</p> <p>Work potentially involving some risks due to nature of activities being provided and / or environment or public / customers.</p>
Our Identity	<p><a href="#">Our Identity</a> sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire.</p> <p>All of us are expected to demonstrate the ten elements of <a href="#">Our Identity</a> in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working</p>
Health & Safety	All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager
Equalities	Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via <a href="#">the whistleblowing policy</a> .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary.

## ROLE DESCRIPTION

<b>Role description:</b>	Account Management & Debt Recovery Officer	
<b>Role profile family:</b>	Regulation & Technical	
<b>Role profile number and grade:</b>	RT08-1982	Grade H
<b>Number of posts:</b>	5	
<b>Service/Team:</b>	Care Contributions	
<b>Reports to:</b>	ASC Account Management and Debt Recovery Team Leader	

### Job Family overview

#### Regulation & Technical job family overview:

Monitoring and enforcement of prescribed regulatory areas. Provision of services of a technical, vocational or specialist operational nature to internal and external customers

- Assessment of physical or administrative situations
- Judgement or recommendation regarding infringement
- Advice on resolution to participant
- Delivery of authoritative technical services to meet specific event based request
- Vocational and / or theoretical knowledge and skills in specific discipline

### Service / Function Context

The overall responsibilities of the service/function are:

To calculate, bill and collect income

On behalf of Adult Social Care where people in receipt of Adult Social Care Services under the Care Act 2014 are required to make contributions towards the cost of their care .

This role's focus is to ensure monies due to the council, specifically related to Adult Social Care contributions are actively managed and recovered. will manage their own caseload of people currently in receipt or previously in receipt of Adult Social Care Services. You will be liaising with the person, their informal carer, relatives and others who hold legal responsibility on behalf of someone who lacks mental capacity to manage their finances under the Mental Capacity Act 2005.

The prompt dispatch of 4 weekly statements and other invoices will generate a variety of challenges requiring problem solving skills and the ability to engage and communicate with your customers, their representatives, stakeholders and internal services. The team ethos is to deliver a fast, responsive service, supplying, processing and recording information that can be used to resolve or escalate enquiries, problems and issues presented by customers in relation to the payment of invoices. Each team member will ensure Council debt management policies in respect of Adult Social Care are brought into line with best practice, and the requirements of the Care Act 2014.

## Job Purpose

Specific duties and responsibilities include:

- Provide support to both the team leader and other members of the team regarding the scheduling of key events and ensuring the service is adequately staffed to maintain the production of statements, invoices and reminders.
- Responsible for supporting the wider team, providing knowledge and guidance on more complex areas of debt recovery, and debt collection whilst monitoring an allocated number of more complex customers who have been financially assessed to contribute toward the cost of their care packages.
- Ensure that the appropriate amount of debt is being recovered on behalf of the council, supporting and protecting the financial status of the organisation.
- Using detailed knowledge of the benefit system with consideration to a number of financial factors, understand how the contribution is calculated (including Welfare benefits and NHS Funded Nursing Care - FNC and Continuing Healthcare - CHC), work closely with colleagues to maintain information on client benefits, other council debts etc. and provide a sound but responsive financial standing through the maintenance of relationships with the client and or their representative, attorney or Deputy.
- Assess and review customers' personal and financial circumstances, ensure that the best interests of the client are served in terms of appropriate payment plans that are manageable in line with their financial portfolio and mitigate the need to progress with third party debt recovery. Record decisions, conversation and any communication to ensure information held about the customer is up to date and in a format that can be understood by others should debt need to be escalated to Debt Management Panel and to the satisfaction of the Legal Department.
- Understand and inform ASC Finance teams of changes in customer circumstances in terms of: -
  - financial capacity including annual income / pension/ benefit upratings, rising and falling capital, questioning significant changes in capital as well as change of address, and particularly sale of property/ assets, to ensure that the contribution is based on current financial standing and does not exceed the cost of their care and support packages.
  - Their needs for any addition or reduction in care due to a decline or improvement in health, change of care provision/ provider or death.

- Ensure that all debts are paid / managed following the cessation of any care package.
- Negotiate payment terms for unpaid debt with customers / attorneys and work in conjunction with other departments to prepare statements and cases for county court claims where appropriate.
- Assist with debt management procedures including the resolution of customer queries, working with the appropriate department to resolve queries. Managing competing priorities to ensure a timely and accurate approach on behalf of the council and clients.
- Selecting and instigating appropriate recovery process, monitoring and updating customers' accounts, pursuing payment and making arrangements or implementing appropriate debt recovery option according to customers circumstances within a pre-determined framework. This includes recommending debt write-off for unrecoverable debt according to the Debt Management Policy, Financial Regulations and debtors' individual circumstances.
- Offer guidance on debt recovery and the appropriate and timely passing of debt to third parties and external agents, (Enforcement Agents, Tracing Agents and guidance on the use of internal databases to gather debtor information).
- Ensure direct debits are properly claimed and applied, BACS notifications are processed, investigate failed direct debits, unallocated payments, suspense accounts and reconcile payments on a monthly basis. To ensure that accurate payment information is maintained, and any issues are followed up to avoid non-payment of debt.
- Ensure Wiltshire Council receives interest on late payments from agreed Customer Types, in accordance with the Late Payment of Commercial Debts (Interest) Act 1998.
- Have oversight of cases as they progress and become more complex, responsible for attending and advising the Debt Panel and provide up-to-date evidence to agree suitable action on larger debts, recommend solutions or actions for the more challenging debts. The information and advice provided will impact the way in which the debt is recovered from the client.
- Providing guidance and information to a number of partners and third parties, this may include clients, representatives, attorneys and solicitors. Responding to queries and supporting the council to recover debts.

Contacts will include :

- Staff from the Office of the Public Guardian
- Wiltshire Council Finance teams
- Adult Social Care teams
- External credit and utility providers
- The Legal Department
- Relatives and informal carers of people in receipt of Adult Social Care Services
- Solicitors
- Advocates

## Person Specification

Specific qualifications, knowledge, and skills required for this role:

### Essential

- Educated to a minimum of NVQ level 4 standard (or equivalent) in a finance or debt recovery field.
- Previous experience of working in credit control, income collection or debt recovery.
- Evidence of ability to gather, interrogate, reconcile and balance financial records and to explain actions and findings.
- Accurate keyboarding skills and experience of working with a various financial software packages and systems ( Agresso, Sage, Controcc, Paris, Civica and Web Based Direct Debit systems)
- Excellent ability to communicate, influence and negotiate with external agencies
- A thorough understanding of welfare benefits, how they are claimed and how they are paid
- Have a broad knowledge of Local Government
- Excellent communication skills being able to communicate effectively at all levels, including when others have communication difficulties and explain complex matters using the most appropriate means and format, by telephone, letter or e-mail.
- Sensitive to vulnerable customer's needs and able to prioritise debts but resilient to challenges presented by challenging customers.

### Desirable

- Have a working knowledge of software systems, specifically ContrOCC, SAP, Civica and Northgate
- Adult Social Care Experience
- Working knowledge of the Mental Capacity Act 2005
- Awareness of Adult Safeguarding and indicators of Financial Abuse or Fraud

## Career graded posts (where applicable)

This post does not form part of a career grade.

## Supporting information

Driving classification											
<b>Occasional driver</b> A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.			<input type="checkbox"/>								
<b>Regular Driver</b> Must hold a valid UK driving licence and have access to either their own car or a pool car in order to undertake the duties of the role, unless other forms of transport are available and viable to perform the role, including public transport, or unless a reasonable adjustment has been agreed.			<input checked="" type="checkbox"/>								
<b>Required Driver</b> Must hold a valid UK driving licence and will drive a vehicle supplied by the Council in order to undertake the duties of the role.  Employees should refer to the Corporate Driving at Work policy for further information.			<input type="checkbox"/>								
Driving trigger points											
The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.											
<table border="1"> <thead> <tr> <th>Trigger Points</th> <th>Corrective Driver Training Course or further action</th> <th colspan="2">Additional corrective training if appropriate or further action</th> </tr> </thead> <tbody> <tr> <td>Points on driving licence</td> <td>6</td> <td colspan="2">9</td> </tr> </tbody> </table>				Trigger Points	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action		Points on driving licence	6	9	
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Job applicants who drive must have 9 or less points on their driving licence, and must have less than 4 at fault accidents within a two-year period. If they meet the trigger points, they will be subject to the actions outlined in the table above.											
If holding a valid licence, occasional drivers will need to declare penalty points and no-fault accidents as requested. Depending on the role, decisions as to whether this might either affect appointment or require corrective driver training, will be made case by case.											

Political restriction	
This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or be a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In	<input type="checkbox"/>



addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party.	
This role is not politically restricted	<input checked="" type="checkbox"/>

Professional fees and related occupational costs	
As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council	<input type="checkbox"/>
This role does not have any professional or occupational membership requirements	<input checked="" type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)	
This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an <b>Enhanced</b> DBS check before appointment can be confirmed.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a <b>Standard</b> DBS check	<input checked="" type="checkbox"/>
The role requires a <b>Basic</b> DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.	<input type="checkbox"/>
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	<input type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check	<input type="checkbox"/>
This role is not subject to a BPSS check	<input checked="" type="checkbox"/>

Clearances – Non-Police Personnel Vetting (NPPV)	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at <b>level 2*</b> . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').	<input type="checkbox"/>
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at <b>level 3*</b> (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).	<input type="checkbox"/>
	<input checked="" type="checkbox"/>



This role is not subject to a NPPV check	
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Safeguarding	
For all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input type="checkbox"/>
For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.	<input checked="" type="checkbox"/>
For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input type="checkbox"/>