



HILLINGDON

LONDON

Job Profile

JOB TITLE:	Debt Recovery Visiting Team Leader
GRADE:	POB
POST NO:	TBC
JOB TIER:	4
DBS CHECK:	Standard
DIRECTORATE:	Corporate Services
SERVICE:	Counter Fraud team

REPORTING STRUCTURE

Reports to:	Counter Fraud Manager
Direct Reports:	Up to 8
Indirect Reports:	nil

ROLE PURPOSE:

Management of the Debt Recovery Visiting team, ensuring agreed team plans and performance targets are delivered and that a culture of 'putting our residents first' is maintained.

The role will be a mixture of operational oversight and delivery. To lead and manage the Debt Recovery team, ensuring effective and efficient recovery of debts owed to the Council across multiple streams (Council Tax, Business Rates, Housing Rent, Adult Social Care charges, Sundry Debts). The role will drive performance, compliance, and customer service excellence while supporting vulnerable residents and embedding best practice.

Job Description

1. Resident & Community Contribution

- Lead by example and implement the Council's debt recovery policies and procedures relating to visiting.
- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.
- Liaise and work in collaboration with support services to ensure mechanisms for referrals and support are in place for those that are financially vulnerable.

2. People Management

- To support the selection, development and performance of the debt recovery visiting team in conjunction with the Counter Fraud Manager in line with the Council's HR policies.
- To ensure all team members receive the appropriate level of communication to maintain engagement with the Council's vision, priorities and activities.
- To be responsible for maintaining a safe and healthy working environment in line with Health & Safety at Work Act (1974).
- Provide training, mentoring and coaching to staff in matter relating to debt recovery visits.
- Complete line management duties such as one to ones, Performance Appraisals for direct reports in line with HR policies.

3. Operational Service Delivery

- Oversee and provide case management support for recovery workload.
- Hold a caseload of complex debt recovery visits.
- Ensure all decisions are proportionately made with common sense and sound judgement, supported with lawful grounds and within Council policies.
- Maintain a current and in-depth knowledge of relevant Acts, codes of practice and local policies.
- Maintain accurate visit records and update appropriate Council systems in a prompt manner.
- The ability to work out of hours on a regular basis as part of the business need.
- Ensure all decisions are proportionately made with common sense and sound judgement, supported with lawful grounds and within Council policies.
- Conduct visits to debtors' homes or business premises to encourage payment and negotiate affordable repayment plans.
- Recognise and respond appropriately to vulnerable customers, referring to specialist support services including the charity sector, Council Services and other Government led schemes.

- The ability to work out of hours on a regular basis as part of the business need.
- Present and draft reports on service performance, updates to Managers & Senior Leaders.
- Represent the debt recovery visiting team in meetings internally and externally.
- Drive performance and excellence through actions and leadership that benefits the Council and its residents.

4. Service Planning & Development

- Ensure that an annual Team Plan, aligned to the Group / Service Plan(s), is developed, agreed and communicated to team members in a timely manner.
- Ensure clear Service Level Agreements (SLA's) are in place where appropriate, covering all aspects of service delivery with performance and response levels, together with the escalation process if SLA's are not met.
- Maintain a current service workforce plan including a succession plan for all key roles within own team.
- Assist in the development of the service through participation and contribution to team meetings.
- Innovate and Implement updated working practices to ensure that the service maintains a 'commercial' approach to its activities and adopts best practice wherever possible.
- Support the Management team in the development and implementation of new ways of work to provide more efficient and effective service.

5. Financial & Resource Management

- To take responsibility for the effective management of the allocated department / team budget.
- To ensure all purchasing and procurement is conducted in line with the corporate guidelines with appropriate use of the Council's financial systems.
- To ensure that all workforce expenditure is compliant with corporate guidance and that any temporary resource is purchased through the Council's agency contracts.
- To be financially conscious in all decision making.

6. Service Improvement

- Implement continuous monitoring of team and individual performance and productivity to ensure the delivery of Service Level Agreements (SLA's) are maximised.
- Manage the implementation of improvement initiatives and change programmes using the Council's Project Management and Service Improvement methodologies.

7. Contacts

- Primary contact will be with other officers within the Council, and service users / residents and their representative bodies. To include who the contacts are and nature of interaction.
- Develop and maintain working relationships with other authorities, professional bodies and relevant outside organisations to maximise the effectiveness of the services.

8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.
- You may be required to undertake periods of on call which are related to your role
- This profile/JD is not intended to be exhaustive list of duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations will form part of this role.

9. Key Performance Indicators

- A detailed understanding of the Counter Fraud KPIs as set by the Council's Corporate Management Team and Audit Committee.
- Achieve compliance with Counter Fraud KPIs as documented and agreed within the annual Performance and Development Appraisal (PADA).

Person Specification

This person specification will be used for recruitment to this vacancy in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS (list)	ESSENTIAL ✓	DESIRABLE ✓
A qualification in debt management, debt best practice or Money advice.		✓
Educated to GCSE standard or Equivalent.	✓	
Maintain professional Accreditation by conducting, recording and maintaining Continuous Professional Development (CPD).	✓	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS (describe)	ESSENTIAL ✓	DESIRABLE ✓
Full driving licence and access to a vehicle with suitable insurance cover for business use.	✓	
Willingness to work flexibly, including travel to a variety of locations in the borough, work during outside of normal business hours regularly and participate in cover during Council office opening hours.	✓	
3. EXPERIENCE (describe)	ESSENTIAL ✓	DESIRABLE ✓
Demonstrable experience in working with vulnerable clients.	✓	
Experience in report writing to a broad readership and note taking.		✓
Experience in visiting residents from a public sector perspective.		✓
Experienced and effective communicator, engaging with individuals under a diverse range of circumstances and in contentious situations.	✓	
Experience in making sound, justifiable and accountable decisions based on fact.		✓
Experience in negotiating with a third party to achieve the best outcome for all involved.	✓	
Experience in managing and leading a team.	✓	
Experience in performance management and service innovation.		✓
4. KNOWLEDGE & SKILLS (list)	ESSENTIAL ✓	DESIRABLE ✓

Knowledge of GDPR/relevant Data Protection legislation and an understanding and appreciation of the importance of maintaining confidentiality.	✓	
Ability to keep accurate and complete records, fully embracing Technology, Digital and Business Intelligence.	✓	
Commitment to complying with the Health and Safety regulations associated with the post.	✓	
Understanding of civil law and its application to debt recovery.		✓
Ability to apply a creative mindset to problem solving, to question any assumptions that may have been made and back up decision making through information and fact.	✓	
Understanding of localised procedures and practices that are in place to support financial vulnerable residents including support services and grants available.		✓
Knowledge of payment options available to encourage debtors to pay including the setting up of payment plans, online payments and direct debits.		✓
Proven knowledge and ability to make a considerable and measurable impact on your organisation through effective project and change management.	✓	
Proven ability to build and lead effective teams.	✓	
Demonstrable ability to influence positive change.	✓	

Our values

Respect

We appreciate what makes us different and include everyone.

- We recognise that we all have unique talents, skills and experiences.
- We provide a professional service to our residents and colleagues and lead by example.
- We celebrate diversity and ensure our working practices are inclusive.

Collaborative

We believe in the power of working together.

- We work collaboratively as one council.
- We promote creativity and innovation to improve outcomes for all.
- We recognise the strength of sharing knowledge and experience.

Efficient

We deliver the best possible outcome by carefully managing our resources.

- We are empowered to deliver the most efficient outcome.
- We harness new technology and tools to deliver our services efficiently.
- We look after our finances and maximise value for money for residents.

Integrity

There is no gap between what we say and do.

- We choose what is right over what is easy.
- We trust and support each other to get the job done.
- We are responsible and accountable for our actions, both good and bad.

Open and honest

We are transparent in the actions and decisions we take.

- We provide a safe space to have truthful discussions in a positive way.
- We encourage constructive feedback without fear of judgement.