**CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL**

**JOB PROFILE**

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| **DEPARTMENT: Corporate Resources** | **SERVICE GROUP: Revenues, Benefits and Customer Services** |
| **POST TITLE: Section Leader – Accounts Collection** | **REPORTS TO: Accounts Collection Manager** |
| **GRADE: SO2/PO1** | **SAP POSITION NUMBER :** |

The following information is furnished to help Council staff and those people considering joining the City of Bradford Metropolitan District Council to understand and appreciate the general work content of their post and the role they are to play in the organisation. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.

As a candidate you will be expected to demonstrate your ability to meet the special knowledge, experience and qualifications required for the role by providing evidence in the application form for the purpose of short listing. Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column of this section.

The employee competencies are the minimum standard of behaviour expected by the Council of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.

Both sets of competencies will be used at interview stage and will not be used for short listing purposes.

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| **Key Purpose of Post:** |
| To be responsible and accountable for the performance, day to day management and attendance of up to 8 (full time equivalent) Accounts Collection Specialists and Officers, including home workers ensuring that individual accounts are administered correctly and collected and recovered in accordance with relevant legislation, Council and Government Policy and the Quality and Performance standards prescribed by the Service and /or the Council.    To assist in the promotion of an effective and efficient debt collection culture across the Council by actively promoting, developing and improving the collection of monies owing to the Council. |
| **Main Responsibilities of Post:** |
| 1. Responsible for the day to day resource management of the team\* including;-    1. Assist in dealing with complaints and managing areas of work that are politically sensitive, dealing with telephone complaints as the second point of escalation.      * 1. Assist in developing and implementing strategies, systems, working practices and * Ensuring adequate staffing resources are available each day * Managing sickness absence by carrying out the Return to Work interviews in accordance with the Council’s Managing Attendance procedure * Authorise team members leave, flexi and other requests for time off * *In the absence of other Section Leaders, the post holder may be required to assume some management responsibilities for other members of staff.*      * 1. Responsible for the day-to-day workload management of the team ensuring that the work allocated to the team is processed efficiently and accurately, in accordance with the required standards.      * *In the absence of other Section Leaders, the post holder may be required to assume some management responsibilities for other members of staff.*      * 1. To analyse debt collection management information and to monitor and evaluate the overall debt collection performance identifying and delivering training as appropriate.      * 1. Responsible for complying with the Council's Employee Appraisal / 121 schemes for appraising and reviewing performance and for supporting team members to improve performance through training or other appropriate methods where necessary.      * 1. Responsible for ensuring good communication within the team by arranging and chairing regular 2-way team meetings ensuring that all team members have the opportunity to attend and are able to raise issues and concerns in addition to receiving Area, Service, Department and Council wide updates.      * 1. Responsible for ensuring effective liaison and dialogue with all Council Departments and Services, debtors, service users, other service groups and external partners or agencies and assist in liaising with external suppliers and negotiating contracts as appropriate.      * 1. Responsible for the health and safety of the team members ensuring appropriate risk assessments are carried out and follow up action taken, as appropriate.      * 1. Responsible for ensuring that team members are aware of, and comply with, the   Councils Information Security policies, the appropriate use of the data held on Council systems and any relevant associated legislation, for example the Data Protection Act.   * 1. Deputise in the absence of the Accounts Receivable Manager, accepting full responsibility.      * 1. Delegated authority to authorise the write off of debt in accordance with Council standing orders.   2. procedures affecting Accounts Receivable ensuring that all relevant legislation and/or policy changes are interpreted, communicated and implemented.      1. Assist with the recruitment, selection and appointment of staff in accordance with Council policy and as required in management investigations, disciplinary and /or capability issues.      1. Comply with financial regulations and standing orders and assist, as required, in interpreting complex legislation, external guidance and in preparing detailed reports, undertaking statistical analysis and submitting government returns.      1. Contribute to a service wide anti fraud culture by ensuring that any suspicions of employee and/or citizen fraud are promptly referred to the Corporate Investigations Unit |

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| **Relevant experience requirement: Will be used for short listing** |
| Significant experience of working in a debt collection environment **and**  experience of coaching or mentoring staff. |
| **Relevant professional qualifications requirement: Will be used for short listing** |
| Level 4 **or**  significant specific experience of working in a debt collection environment and experience of coaching and mentoring staff. |
| **Core Employee competencies at manager level to be used at the interview stage.** |
| **Carries Out Performance Management –** covers the employees capacity to manage their workload and carry out a number of specific tasks accurately and at a high standard. |
| **Communicates Effectively** - covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships, giving advice and guidance, counselling, negotiating and persuading and handling private, confidential and sensitive information. |
| **Carries Out Effective Decision Making** - covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self effectiveness and any requirements to quality check work. |
| **Undertakes Structured Problem Solving** **Activity** - covers a range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking, developing practical solutions, applying problem solving strategies and managing interpersonal relationships. |

**Operates with Dignity and Respect** - covers treating everyone with respect and dignity, maintains impartiality/fairness with all people, is aware of the barriers people face.

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| **Management Competencies: to be used at the interview stage.** | | |
| **Operates with Strategic Awareness** Our managerswork with corporate priorities and policies in a joined up way with others, internally and externally. Works democratically, transparently and accountably. | | |
| **Practices Appropriate Leadership** Our managers motivate their staff to exceed expectations through raising their awareness of goals and moving them beyond self interest for the sake of the team or service. They consider serving the District in all that they do. | | |
| **Delivering Successful Performance** Our managers monitor performance of services, teams & individuals against targets & celebrate great performance. They promote the District’s vision & work to achieve Council’s values & agreed outcomes. | | |
| **Applying Project and Programme Management** Our manager’s work to ensure that outcomes and objectives are achieved within desired timescales, make best use of resources and take a positive approach to contingency planning. | | |
| **Developing High Performing People and Teams** Our managers coach individuals and teams to achieve their potential and take responsibility for continuous improvement. They champion the Council’s values and goals. | | |
| **Working Conditions:** | | |
| Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions. | | |
| Must be able to work as determined by contracted hours, work location and the needs of the service. | | |
| **Special Conditions:** | | |
| You will be informed online if there is a requirement for the post to have recruitment checks such as DBS, Warner Process. | | |
| **Compiled by: TB**      **Date: February 2019** | **Grade Assessment Date:** | **Post Grade:** |