**Manchester City Council**

**Role Profile**

**Grade 5**

**Account Manager – Debt Recovery Team**

**Revenues & Benefits, Corporate Services Directorate**

**Reports to : Team Manager**

**Key Role Descriptors:**

The role holder will provide a high quality and effective and supportive service using a holistic approach to maximise collection for the Revenues Service. This will include all aspects of Revenues administration including a focus on tracing, insolvency and committals, working in accordance with the relevant legislation and guidance.

The role holder will work within the council’s policies and procedures, determine the most appropriate method and rate of recovery and review the approach to cases accordingly, liaising with other teams and external partners where appropriate.

**Key Role Accountability:**

Maximise the collection of debt owed to the Revenues Service, analysing cases carefully to ensure the most effective method of collection has been used, including insolvency and committal action.

Take ownership with a proactive approach to engage and facilitate maximum income collection from a portfolio of Revenues cases.

Deal appropriately with contact from customers and their representatives by telephone and in writing and face to face, advising on payment options, negotiating payment arrangements and providing relevant Revenues legislation where applicable.

Effectively monitor and review customer accounts at various stages of recovery to ensure that the recovery method being used is the most effective to collect the debt to the council.

Take a proactive approach to contacting customers by telephone and to take part in outbound telephone exercises to maximise income generation.

Attend the magistrates and county court to assist customers with any queries they have relating to their court appearance and to support the prosecuting officer on the day.

Monitor and liaise with the Revenues Service external partners to ensure that the customer information they hold is as accurate as possible.

Prepare cases for committal proceedings and bankruptcy proceedings, taking ownership of the cases and actively monitor for payment, reinstating the case to court where appropriate.

Work collaboratively with colleagues.

Work to prescribed targets and provide accurate figures for the compilation of statistical reports and monthly reports.

Undertake on the job training and mentor and support new team members.

Demonstrate personal commitment to continuous self-development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communication.

**Where the role holder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Revenues Service Account Manager – Key Competencies and Technical Requirements**

**Behavioural Competencies**

**Our Manchester Behaviours**

• We’re proud and passionate about Manchester

• We take time to listen and understand

• We ‘own it’ and we’re not afraid to try new things

• We work together and trust each other

• We show that we value our differences and treat people fairly

**Generic Competencies**

* **Communication Skills:** Ability to communicate effectively both orally, in writing and face to face with customers, their representatives and other stakeholders sometimes in difficult and challenging situations.
* **Analytical Skills:** Ability toreview, understand and quickly assimilate complex information and concepts and compare information from a number of different sources.
* **Planning and Organising:** Demonstrate the ability to organise multiple tasks in the most effective way and allocate time and energy according to the task complexity and priority.
* **Presentational Skills:** Good literacy and numeracy skills to undertake calculations and produce clear numerical information, letters and other documents.
* **Problem Solving and Decision Making:** Isable to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary, be logical in thinking and explain reasoning behind decisions or actions taken.
* **ICT Skills:**  Ability to use multiple applications, systems and associated software packages.
* **Administrative Skills:** Good level of literacy and numeracy skills to undertake calculations and produce letters and other documentation.
* **Strategic Thinking:** Understand and apply the principles of ‘Our Manchester’ and recognise how the Revenues Service contributes to this strategy.

**Technical Requirements (Role Specific)**

* Demonstrable knowledge of Council Tax and/or NNDR and associated legislation to the extent it can be practically applied.
* Demonstrable knowledge of debt recovery as it relates to Council Tax and/or NNDR and the legislation, policies and practices of the service that ensure income is maximised.
* An understanding of the principles of data management and security