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| POST TITLE | CUSTOMER SERVICE AND COST RECOVERY OFFICER |
| DIRECTORATE | PLACE |
| SERVICE | HOUSING AND HOMELESSNESS |
| RESPONSIBLE TO | TEAM LEADER – INCOME AND COST RECOVERY |
| NUMBER OF POST HOLDERS | 6 |
| ACTING UP/ SECONDMENT | N/A |

PURPOSE OF JOB

A customer-focused role providing front line services to the public and internal/external stakeholders while supporting the Team Leader - Income and Cost Recovery in administering service-level finance activities, including liability and ownership verification and the re-charging of costs incurred by the Council to owners during service delivery.

THE WHAT - MAJOR TASKS/JOB ACTIVITIES

- Assist the Team Leader – Income and Cost Recovery in providing customer-focused administration and finance services, including the provision of service-level advice and information to customers and internal/external stakeholders.
- Initiate purchase orders, process invoices and debt recovery accounts.
- Provide relevant and tailored advice and high-quality customer service in line with service objectives.
- Experience of managing complex and contentious customer enquiries without supervision, seeking managerial or specialist guidance as required.
- Provide a range of administrative support services, including the creation and updating of service requests through Case Management Systems.
- Maintain up to date computerised and manual records of works in progress.
- Provide debt recovery information in relation to invoices upon customer request.
- Undertake the process of liability ownership and research for service-level projects.
- Assist the Information & Control Lead in delivering tailored debt recovery reports to external stakeholders.
- Populate spreadsheets and present qualitative and quantitative information in a clear format on an ad hoc basis.
- Maintain record files, undertake general ordering and invoicing for office services, ensuring that all correspondence is received, logged and managed appropriately.
- Take, produce and distribute agenda's, action logs and minutes of meetings when required.

THE HOW - KNOWLEDGE AND SKILLS (E.G. CREATIVITY & INNOVATION, CONTACTS & RELATIONSHIPS, DECISION MAKING)

- Educated to SVQ level 3 or equivalent, or experience relating to finance and customer focussed tasks with highly developed interpersonal skills.
- Numerate and literate, have excellent IT skills, and be able to communicate effectively and clearly in a positive and open way.
- Must be able to promote and develop positive customer relationships to encourage and support use of services, manage conflicting priorities and challenging situations following appropriate guidelines and procedures and work proactively to facilitate customer access to the full range of advice and information.

- Undertake a range of detailed customer focused tasks, including inputting complex data, dealing with customer enquiries and assisting customers in the use of web-based resources.
- Experience of dealing appropriately with members of the public, service users, clients, staff and service providers when undertaking reception/telephone duties or when performing cost recovery activities.
- Postholder will have day to day contact liaising with members of the public, tenement property owners, Police and Fire Service contacts, Contractors, Consultants and Suppliers, other Council services and Council staff to establish their exact information needs and giving technical advice in accordance with appropriate legislation.
- Working knowledge of corporate financial systems including Frontier, Oracle, Apex-DMS, Common Charges, Uniform, Northgate and any other relevant CEC systems.

ENVIRONMENT (WORK DEMANDS, PHYSICAL DEMANDS, WORKING CONDITIONS, WORK CONTEXT)

- Although the post may be exposed to some physical demands these will be predominantly within the range of normal office-based activities and remote working on a hybrid basis. When required will work on site to support external events and presentations to promote service delivery to external partners. Although the post will have some requirement to take care in relation to the working environment, work activities and dealing with customers displaying challenging behaviour for 10% of the time.

SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBERS AND TYPE OF STAFF)

- The post holder will support the training of new team members and team members training through an apprentice scheme.

RESOURCES

- The post will be responsible for a range of office equipment and will update and maintain data. This includes the handling of confidential information, financial information and personal data.

HEALTH AND SAFETY (DO NOT ALTER THE WORDING OF THIS SECTION)

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions;
- Co-operating with management and following instructions, safe systems and procedures;
- Reporting any hazards, damage or defects immediately to their line manager; and
- Reporting any personal injury and work related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#).