

Recovery Litigation Officer

Role Profile

Service: Exchequer Services
Band: Band 5
Reporting to: Senior Assessments, Adult Social Care Finance and Litigation Leader
Responsible for: No direct reports



TRAFFORD
COUNCIL

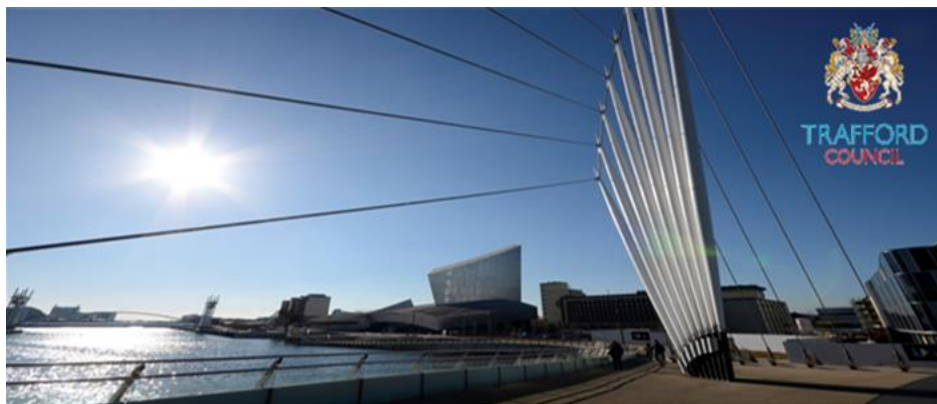
About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities prosper

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview

Exchequer Services sits within the Finance and Systems directorate. The Litigation Recovery Service's primary purpose is to collect corporate debts, including adult social care debts, where all other recovery avenues have been exhausted. Your role will be to ensure a professional service is delivered that is prompt and monies owed to the authority is collected in a timely, cost-effective way, proceeding cases through the County Court where appropriate.

Your Main Priorities

- Provide a timely, professional, debt recovery and litigation service on behalf of the authority
- Promptly ensure that legal proceedings are taken in appropriate cases and that the collection of funds owed to the authority is maximised to its full extent whilst maintaining a high level of customer service
- Meet yearly performance, quality and monetary individual targets set

Key duties

- Deal with enquiries from debtors and their representatives in an appropriate and timely manner and at the earliest opportunity to ensure prompt and early repayment of substantial debt owed to the Council.
- Manage own caseload with minimum supervision effectively and ensure that workload, including files and case management, is organised and maintained to a high standard to satisfy county court proceedings requirements

- Make arrangements with debtors and representatives to ensure that repayment is made within an agreed timeframe and ensuring that the arrangements are monitored and reviewed on a regular basis to avoid any statute barred issues. This may include sourcing and analyse personal information i.e. bank statements, HMLR documents and credit reports to get a full view of a debtors financial position.
- Ensure vulnerable debtors that do not have the capacity to manage their own finances are treated with respect and empathy and in appropriate cases formally represented and/or an advocate is instructed where there isn't one in place
- Submit claims to the County Court, working alongside legal partners (internal and external) to collate and prepare cases for proceedings in the County Court and attend court as a witness as and when required.
- Take all appropriate steps to enforce County Court Judgments obtained by the authority including the referral to the HCEO, making applications for Charging Orders, Orders for Sale, Attachment of Earnings Orders and Third Party Debt Orders.
- Prepare and complete documentation relating to legally enforceable Undertakings and Agreements for use with debtors and personal representatives in connection with debts held against the authority
- To operate at all times within the framework of appropriate legislation (eg Civil Procedure Rules including Pre-Action Conduct and Protocol, General Data Protection Regulations, Local Government Act, Care Act legislation)
- Analyse and collate static debt data on a regular basis for managers and to prepare requested information and reports as and when required for internal audit inspection.
- Mentor and support junior staff
- To undertake any other duties as required commensurate with the post

About You

Qualifications and Professional Development

- Minimum of four GCSE grades 4 (or equivalent) or above, including English and Maths, or qualifications at an equivalent level or City & Guilds/CILEx Level 2 Certificate in Legal Studies
- Willingness to undertake (within 12 months) relevant Civil Litigation qualification (eg Cilex/Legal Practice Qualification including Civil Litigation module)
- Willingness to continually improve and update skills and knowledge

Experience and Knowledge

- At least 12 months' experience working in a debt recovery role preferably in a local authority
- Experience of persuading, influencing and negotiating successfully with a wide range of stakeholders and of handling situations involving conflict
- Experience of using Microsoft Word and Excel
- Up to date knowledge of Civil Procedure rules, Care Act legislation and other appropriate legislation
- Actively taken part in virtual business meetings such as Teams/Zoom
- Experience of dealing with disputes and complaints verbally and in writing, demonstrating how issues have been resolved at the earliest opportunity without the need for escalation
- Experience of using a debt and/or litigation case management systems

Skills and abilities

- Proven ability of using excellent financial negotiation skills with the ability to draft routine civil litigation documents including Letters before Action, County Court claim forms and Full Particulars of Claim in a working environment
- Excellent communication skills with a proven record of communicating effectively and presenting information in a format easily understood, including written, verbal and electronic
- Ability to use an appropriate litigation case management system to record actions taken on all cases and produce reports when required
- Ability to attend court as a witness in relation to County Court claims
- Highly motivated to achieve targets as well as proven track record of achieving set targets on an on-going basis
- Ability to present complex debt/litigation information at internal panel meetings
- Ability to establish and maintain excellent working relationships with colleagues, managers and external organisations
- Proven ability to research, analyse and interpret key data and to formulate and present clear analysis and conclusions
- Self-motivated with the ability to prioritise and manage workload over extended periods producing accurate work within deadlines, whilst managing competing demands for service and changes in priority.
- Ability to deal with complex recovery enquiries involving multiple debts, individuals' accounts/trust funds/properties & legal estates exchanging complicated or sensitive information with a range of audiences
- Ability to mentor junior staff

Special Conditions

- DBS required

- Willing and able to travel to sites and/or Courts outside of Trafford to attend hearings/meetings/training

Date prepared/revised:	9.1.2023
Prepared/revised by:	Louise Shaw
Job Evaluation:	January 23

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.
To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.