**JOB DESCRIPTION**

**POST TITLE :** OVERPAYMENT RECOVERY ASSISTANT

**SERVICE :** FINANCE & TRANSFORMATION

**GRADE :**  3 / 4

**REPORTS TO :**  SENIOR REVENUES & BENEFITS OFFICER (RECOVERY)

**General Description of Duties**

To support the Senior Revenues and Benefits Officer (Recovery) in the collection of Housing Benefit Overpayments, Temporary Accommodation debt, Business Rates and Council Tax. Making and monitoring debt recovery arrangements. Using appropriate collection procedures and reports to maximise recovery.

**Key Functions**

1. Work within the framework outlined in the Housing Benefit Overpayment policy, Council Tax and Business Rate legislation and Temporary Accommodation to contribute to the effective provision of Housing Benefit, Revenue debt and Temporary Accommodation debt recovery service. Develop and maintain an adequate understanding of the different rules and procedures within these areas.
2. Engage with customers and the Customer Service team including face to face, telephone and email explaining recovery procedures, making payment arrangements and giving detailed advice.
3. Maintain, review and record payment arrangements to ensure maximum debt recovery. If debts exist in more than one area, then set payment arrangement covering all outstanding debt, attributing the debt fairly to cover all outstanding debts.
4. Assess financial statements, checking accounts to see if more than one outstanding debt needs reviewing and assessing. If a lower amount is considered, make sure the appropriate reviews are set and the case is noted.
5. Maintain and check the daily stats and daily payments on the appropriate accounts, correcting any errors and making updates where necessary.
6. Assist when required in the dispatching of invoices and recovery notices, using NEC Revenue & Benefits and Integra, making sure the appropriate records are kept on the accounts.
7. Run and maintain the Direct Debits.
8. Deal with correspondence using NEC Enterprise document management system and emails etc., responding to the associated recovery procedures.
9. Arrange payments to general creditors and other local authorities in respect of any overpayment and process refunds for the same. Monitor payments received from other local authorities where recovery is being held.
10. Review relevant reports to monitor and update the collection of Housing Benefit, Council Tax, Business Rates and temporary Accommodation, making any amendments as necessary to ensure the appropriate action is being taken.
11. Prepare write offs for the appropriate section, following the associated write off procedure.
12. Monitor and review accounts collected on behalf of the Council from the DWP and other councils, keeping accurate records and making amendments were necessary ensuring the correct recovery procedure is being taken.
13. Liaise with internal sections of the Council, external agencies, businesses and other councils relating to all areas of debt recovery.
14. Check, prepare and review accounts for collection agents, making any amendments and updating notes on accounts with regards to payment arrangements and their current status.
15. To carry out any other duties that may be required, commensurate with the grade and level of responsibility as directed by management.

**Other Factors**

This job description is produced as a working document to identify the main areas of responsibility of the post. It is intended to neither be a definitive statement of the duties of the post, nor specifically to exclude any task or range of duties that the postholder might reasonably be required to undertake.

**Health and safety – general statement**

To comply with the duties placed upon employees by TMBC’s Health and Safety Policy and related procedures. To act in accordance with all instruction, information and training required in relation to those duties.

The post holder will be required to carry out their job role and related responsibilities with reasonable care to themselves and other persons that may be affected by their work.

May 2024