



Job Description

Directorate	Corporate Services
Service	Benefits and Exchequer Services

Post details	
Job title	Recovery Assistant
Grade	6
Location of work	1 Time Square, Warrington, WA1 2NT / agile working
Directly responsible to	Recovery Team Leader
Directly responsible for	Not applicable
Hours of duty	37 hrs per week / Core Hours: 9am to 5pm
Primary purpose and scope of the job	
1. To assist the Recovery Team Leader to effectively deliver Benefits & Exchequer Services that are of the highest standards, cost effective and efficient. 2. To carry out a wide range of clerical and administrative tasks in order to provide a quality service for the billing and collection of Council Tax, Business Rates and BID Levy. 3. In conjunction with the Recovery Team Leader, maximise the collection and recovery of Council Tax and Business Rates and continuously strive to improve income collection.	
Working Relationships	
The Local Taxation Team, Contact Warrington and other Council Departments. Other Local Authorities. Advice Agencies such as the Citizens Advice Bureau and Money Advice. Solicitors Insolvency Practitioners Enforcement Agents The Department of Works and Pensions	

Employers Councillors The General Public
--

Key Tasks and Responsibilities

1. To amend customer's accounts, via online systems, where recovery action is required or has taken place e.g. in respect of liability orders, attachments, income questionnaires, account changes etc. All transactions to be undertaken in accordance with legislative requirements and Council procedures and policy, using information obtained from the best reliable sources.
2. Where recovery action has taken place, to regularly monitor customers' accounts in relation to transactions and to advance recovery action where no progress has taken place.
3. To process documents produced via online systems e.g. bills, reminders, cancellations, summonses, liability orders, income questionnaires and standard letters.
4. To check online system reports, to identify and correct less complex errors/discrepancies. To authorise and reallocate misdirected payments received. Report more complex errors/discrepancies to a Senior Recovery Assistant or the Recovery Team Leader.
5. To recommend accounts for write off.
6. To respond, in a positive, friendly and efficient manner, to all customer enquiries received by telephone, letter, email or in person. To explain the basis on which charges are made and recoverable. To interpret and explain the current position on customers' accounts as shown on the Council Tax or Business Rates systems and to give advice and assistance on liability, Income Questionnaires, Liability Orders, Attachments etc as appropriate, in accordance with Government Regulations and the Council's Customer Care standards. To refer customers to other Revenues or Departmental sections as and when appropriate.
7. To negotiate within guidelines, and in accordance with the Council's Anti-Poverty/Corporate Debt initiatives, alternative payment arrangements with customers who are in arrears. Record and monitor these arrangements using online systems.
8. To advise customers on the most appropriate method of payment to suit their circumstances, issue direct debit mandates, standing order forms and other payment facilities as appropriate.
9. To liaise with, and refer customers to, outside agencies such as Welfare Rights, Citizens Advice Bureau and Money Advice services where appropriate.

10. Establish and maintain liaison within the Benefits & Exchequer Service, Financial Services & IT Department, other Departments of the Council, other Local Authorities and outside agencies e.g. Enforcement Agents and solicitors, to ensure good communications and the prompt, efficient and secure passage of information.

11. To attend the Magistrates Court with the Court Officer as required when application for Liability Orders or further recovery action is made. To provide support for the Court Officer, including the provision of evidence. To interview customers who attend and negotiate appropriate payment arrangements. To take payments and issue receipts.

12. In accordance with established procedures and legal requirements, to prepare court papers and documents prior to and on the day of a Court hearing, including identifying appropriate cases and preparing summonses where applicable.

13. To withdraw summonses, add, amend or delete costs in accordance with broad guidelines and procedures.

14. To process accounts identified for further recovery action in accordance with established guidelines and the Recovery timetable.

15. To set up, monitor, amend and cancel Attachment of Earnings Orders and Attachment of Benefit Orders; liaising with Employers and the Benefit Agency. To initiate Court action for those employers who fail to implement Orders as requested.

16. To identify, recommend and initiate action by an Enforcement Agent where appropriate and produce documentation for Enforcement Agent visits in accordance with defined targets and procedures. To process information returned, deal with enquires and process invoices raised as a result of action by an Enforcement Agent.

17. To prepare, if requested, accounts to be subject to committal action in accordance with established procedures.

18. To identify and process Insolvency correspondence, liaise with Insolvency practitioners, to adjust accounts and make claims for outstanding monies on the Councils behalf.

19. To assist with the training of new staff in accordance with specified training programmes and procedures. To check work completed and assist the Recovery Team Leader in monitoring progress as requested.

20. To participate fully in improving the quality of the service provided and enhancing the Recovery team. To be responsible, together with team colleagues, for constantly reviewing working practices, design and format of documents and procedures and making suggestions/recommendations as appropriate.

21. To gather and collate information for, and as requested by, a Senior Officer e.g. in respect of MP's/Councillors enquiries, Official Complaints and performance indicators.

22. To identify potential fraud cases and refer to the Councils Fraud Team.

23. To compile, produce, check, issue letters and emails via Document Management System.

24. Operate Benefits & Exchequer computer systems - including Council Tax, NNDR, BID and Document Management System.

25. Undertake any other duty or responsibility within the general purpose or scope of the job, commensurate with the grade for the post, as required from time to time by Senior Management.

Review Arrangements

The details contained in this job description reflect the content of the job at the date it was prepared; however, it is inevitable that over time, the nature of the jobs may change. Existing duties may no longer be required and other duties may be gained without changing the general nature of the post or the level of responsibility entailed. Consequently, the Council will expect to revise this job description from time to time and will consult with the post holder at the appropriate time.

Prepared / Revised By	Sarah Pye
Role	Recovery Team Leader
Date	14.10.2025