

## Job Description

<b>Job Title:</b>	<b>Enforcement Agent</b>
<b>Grade:</b>	<b>Salary SO1 plus commission</b>
<b>Department:</b>	<b>Community Solutions</b>
<b>Division:</b>	<b>Enforcement agent service</b>
<b>Reports to:</b>	<b>Service Manager</b>
<b>Responsible for:</b>	<b>N/A</b>
<b>Number of Posts Supervised/ Managed:</b>	<b>N/A</b>

## Job Purpose

To work as part of a team attending domestic and commercial premises unsupervised to enforce the collection of outstanding debts owed to the Council that are subject to Liability Orders, Judgments or Warrants. To make enquiries and trace absconders where contact is not made during a visit.

To be able to identify the correct value of goods owned by a debtor to determine whether they should be seized and can cover the value of the debt at sale / auction where a debtor is unwilling or pay the debt. To understand where a customer requires financial advice and support and to ensure repayments are sustainable and support their long-term financial position, being aware and referring to other council and community services where appropriate

To be professional, build rapport, able to negotiate and positively influence at all times including in difficult circumstances. Ensuring all customers receive a courteous, approachable, helpful, and professional service.

Co-ordinate and plan your workload to manage cases through to **conclusion** as quickly as possible.

## Specific Accountabilities of the Role

### Main Duties and Responsibilities

- To work as part of the Enforcement Agents service within the Community Solutions department to ensure debts are collected in accordance with relevant legislation, codes of conduct, along with Council policies and procedures
- To undertake daily visits to homes and premises, unaccompanied, to execute liability orders, judgments or warrants in line with prescribed regulations as well as local Council policies and procedures.

- To deal with internal and external customer queries face to face or by phone. Ensuring you demonstrate a courteous, approachable, helpful and professional manner within specified timescales determined by the Enforcement Agent Manager.
- To account for all monies received and ensure any cash payments are banked within 24 hours of payment by a customer.
- Outcome driven and able to see cases through to completion in a timely fashion and meet / exceed key performance targets.
- To ensure that all statutory paperwork is added to a case for future reference and that all fees are applied within legislative guidance.
- Able to actively plan own caseloads allocated to ensure visits are undertaken in a timely fashion and maximise the number of visits possible per day. This includes re-prioritising caseloads where a request is received from the team for an urgent visit.
- To maintain clear, concise and full case notes and update the system used to enforce debt collection in line with standards and expectations set by the Enforcement Agent Manager.
- To maintain Council property, including the vehicle, software and hardware supplied, used to carry out your role to the standards expected.
- Able to differentiate between those avoiding payment and those who may require assistance to improve their income and standards of living. Ensuring customers entitled to support such as benefits are advised and signposted to the relevant internal and external departments.
- To ensure that Health and Safety procedures, including lone working policy, are always adhered to.
- To conform to the Taking Control of Goods: National Standards as a best practice working model

The duties and responsibilities outlined in this job profile are indicative of the role; however, they are not exhaustive and may be subject to change. In addition, you will be required to undertake other reasonable duties as directed by your manager.

The Enforcement Agents Service will operate between the hours of 6am - 5pm Monday – Friday and the post holder will be expected to support the needs of their team and service delivery during these times. Evening and weekend working may be a requirement as this is considered an opportunity to increase collection levels. This will be as the service demands and these hours / days will be in lieu of standard Monday to Friday hours.

## **Financial Dimensions**

Responsible for handling cash and payments as collected and safe care and use of council equipment as necessary to fulfil duties

## **Statutory requirements**

To be responsible for maintaining a valid certification from the court and bond to enable you to undertake the duties of this role.

## **General Accountabilities and Responsibilities**

### **Customer Care**

Provide services that are fair and accessible to all, challenging existing practices that support the traditional culture and promote the Customer First proposition across the Council

### **Project management**

Undertake assigned projects, ensuring that agreed outcomes are delivered on time, within budget and to the expected standard.

## **General Accountabilities and Responsibilities (All roles)**

- Ensure compliance with appropriate legislation, Council Policies, the Council Constitution (including Contract Rules, Financial Regulations and Rules, Employment Procedure Rules, Employees' Code of Conduct), Information Security Policies, Social Media Policy and other requirements of the Council.
- Ensure high standards of records management and assume responsibility for all information assigned to the post.
- Promote the development of a high-quality individual need led service, to comply always with the Council's policies and procedures, particularly those regarding Data Protection, Equalities and Diversity and Health and Safety.
- Ensure compliance with and actively promote the Council's Equalities and Diversity policies and strategies and comply with the Equality Act 2010.
- Ensure compliance with and actively promote Health and Safety at work legislation, Council and Service H&S policies and procedures.
- Comply with the competencies and standard requisites agreed by the Council as relevant to your post.
- Comply with the General Data Protection Regulation and Data Protection Act 2018 (DPA 2018) (all employees of the Council will not disclose or make use of, for their private advantage, any information held on manual or computer records, which are not available to the public, however acquired).
- Take responsibility for continuing self-development and participate in training and development activities.

The above mentioned duties are neither exclusive nor exhaustive and the postholder may be called upon to carry out such other appropriate duties as may be required by the Line Manager within the grading level of the post and the competence of the postholder.

## Person Specification Template

<b>Post Title</b>	<b>Enforcement Agent</b>	<b>Grade</b>	SO1
<b>Section, Division</b>	<b>Community Solutions</b>	<b>Date of Person Specification</b>	08/12/2020

Job Requirements		Essential criteria	Method of Assessment	Job Requirements		Essential Criteria	Method of Assessment
<b>Education, Training and Qualifications</b>	Taking Control of Goods Level 2 qualification or above (held for at least 1 year)	E	I	<b>Knowledge, Skills and Experience</b>	Minimum 1 years' experience undertaking this role for another 'in house' enforcement agent service or for a commercial company (In your answer include Court of issue and expiry date of certificate)	E	AF1 & I
	Able to demonstrate commitment to own professional development and be able interpret the value that this has realised.	E	I		Significant experience of the practical application of relevant legislation, such as Taking Control of Goods, in a day to day enforcement agent role.	E	AF2 & I
<b>Communication, Contacts and Relationships</b>	Excellent written and oral communication (including interpersonal) skills with the ability to use assertiveness to negotiate repayment plans with customers.	E	AF4 & I		Working knowledge of the Magistrates Court, County Court and High Court proceedings for the recovery of unpaid debts and the ability to represent the Council, as necessary.	E	AF3 & I
	Ability to represent the Council at Court to defend actions taken to recover debt	E	I		Working knowledge of Council Tax, Business Rates, Parking Enforcement and sundry debt	E	I

					legislation and collection processes		
	Understanding of current customer and welfare care principals and knowledge of welfare rights issues affecting debt recovery	E	I		Able to coordinate actions to collect a debt where the debtor owes a range of debts to ensure affordability and sustainability	E	AF5 & I
<b>Creativity and Innovation</b>	Good problem-solving skills including dealing with difficult and challenging people.	E	AF6 & I	<b>Equalities and Diversity</b>	Demonstrates an approach that recognises and embraces the diversity of others.	E	I
	Looks for and encourages better, faster, more efficient ways of doing things, striving to achieve the best possible outcome in all situations	E	I	<b>Resources, data protection and information governance.</b>	Experience of using monitored computerised workflow systems	E	I
<b>Supervision / Management of People</b>	Able to help support and develop lesser experienced colleagues	E	I	<b>Work Demands and Decisions</b>	Proven experience of part of a team aimed at meeting and exceeding performance targets whilst dealing with conflicting priorities.	E	I
					Ability to work under pressure, organising and prioritising workloads to meet deadlines.	E	I
					Excellent organisational skills with the ability to work with minimal supervision.	E	I

<b>Drive Values</b>	Deliver – Produce work that is ethical and aligns to the ethos of helping residents to help themselves.	E	V1	<b>Drive Values</b> <b>Any additional factors e.g. specialist “know how”</b>	Respond – Listen to others needs and expectations responding in a sensitive manner. Taking action to prevent problems by identifying the issues and providing solutions.	E	V2
					Inspire – Ability to regularly review own work and promote the benefits of the recovery process to others in an ethical manner	E	V3
<b>Any additional factors e.g. specialist “know how”</b> <ul style="list-style-type: none"> <li>• Hold a current, valid court issued Enforcement Agent Certificate</li> <li>• Clean, valid UK driver’s license</li> <li>• Able to work outside normal working hours / patterns if necessary</li> </ul>					<b>Method of Assessment</b>	AF - Application Form	
					<b>Method of Assessment</b>	I - Interview	
<b>DWP “Disability Confident Employer” Accreditation</b> Applicants with a disability or impairment will be shortlisted for interview if they meet the minimum (essential) criteria for the job.							
<b>Armed Forces Community Covenant</b> All personnel and veterans who have left the armed forces within the last 24 months will be offered an interview if they meet the minimum (essential) criteria for the job.							

## Barking and Dagenham Council employees



### Deliver

I get the basics right and keep learning to develop my skills.

I work with my team and others to get things done, and never leave a problem unsolved.

I am responsible for my actions, make decisions and can explain why I made them.



### Respond

I am professional and polite in every contact I have with residents and customers, leaving them always with a good impression of the council.



### Inspire

I see it as my personal responsibility to maximise the satisfaction of customers; treating customers fairly, professionally and transparently.

I take pride in my work, and represent the council in a positive way, sending the right message to residents, customers and partners in the way I communicate and behave.



### Value

I understand my contribution and the part I play to change the borough for the better.



### Engage

I speak up constructively and with respect when I think things need to improve.