

JOB DESCRIPTION



Job Title Accounts Receivable Team Leader

Salary £29,577 - £33,782

Directorate:	Finance	Section/Location:	Finance
Grade/Salary Range:	BG - G (SCP25 – 30)	Work style:	Flex-Full Time Role

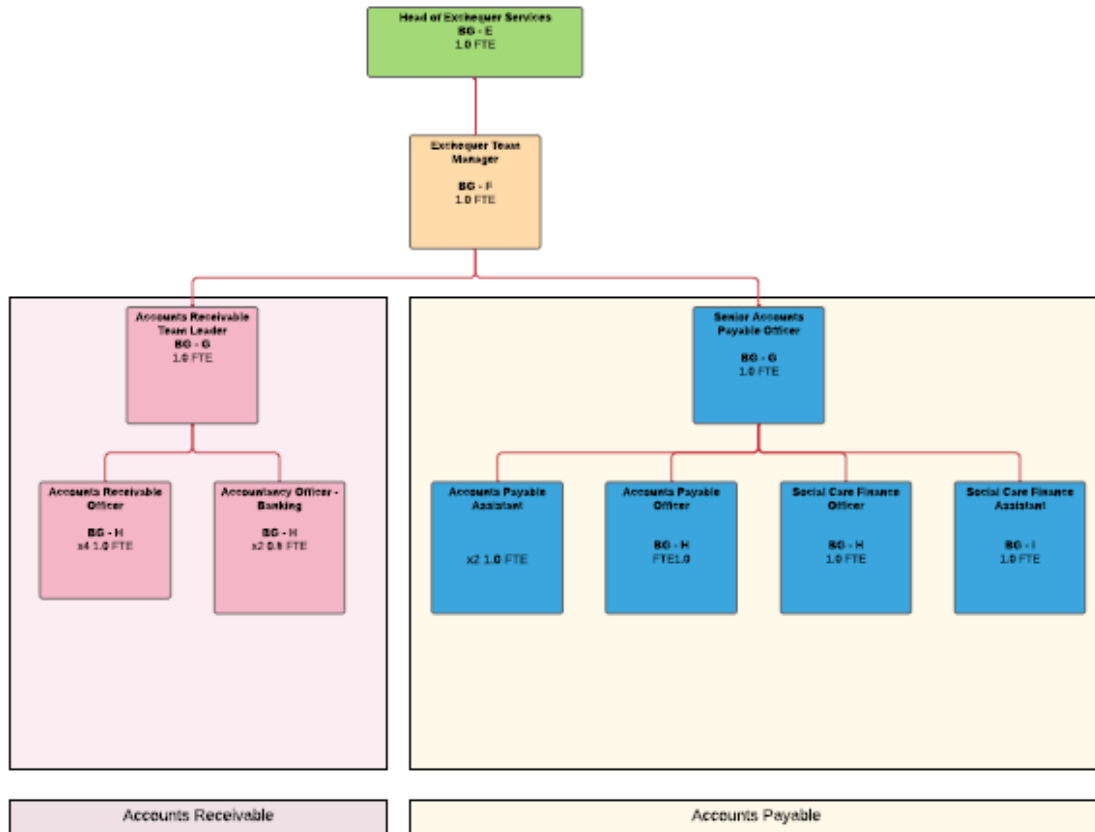
Key Objectives of the role

- Ensure monies due to the Council are actively managed, monitored and recovered.
- Manage the Accounts Receivable Team, including the Banking team: undertaking training, appraisals and ensuring performance targets are met.
- To ensure the management of debt is fully understood by key individuals across the Council, including both the continuous improvement approach to debt and the policies and processes which should be applied for its recovery.
- To oversee arrangements for management of the Council's approach to collecting debt from customers, including many vulnerable customers and take a pro-active role in improving cash collection performance, reducing bad debt and ensuring audit compliance, while minimising any risk of late payment and bad debt and maintaining high levels of customer care.

Designation of post and position within departmental structure

Exchequer Services

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Daily and monthly responsibilities

- Manage the work of Accounts Receivable Officers and Banking Accountancy Officers, ensuring work is processed effectively, efficiently and in a timely manner ensuring that monies due to the Council are actively managed, monitored, recovered and reconciled.
- Reduce the level of outstanding debts across the Council by ensuring that effective processes are in place and actions taken so that all debts are either rigorously pursued or are carefully assessed and written off in a timely way if they are deemed irrecoverable, resolving account disputes and mitigating against the risk of non-recovery
- Be responsible for pro-active management of specific customer debt portfolios where suitably qualified staff are not in place within service departments. Lead and attend meetings on working groups to improve service department debt recovery
- Provide a monthly update on successful collection, potential bad and doubtful debt and assess the justification for any requests for write off authorisation.
- Ensure the Council is using the most efficient and effective ways of collecting income through technology change and process re-engineering
- Effectively communicate arrangements for the management of debt categories to all relevant internal and external stakeholders and monitor the recovery actions for different debt types and levels, including the use of legal action.
- Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is

not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only.

Scope of role

No direct budget responsibility. Positive financial impact by taking steps to reduce current outstanding debt of c £5m.

Efficient and timely collection of debts is necessary to maximise the level of income secured to support front line services

Commitment to working within the bounds of the Data Protection Act, The Care Act 2014 and GDPR legislation at all times

PERSON SPECIFICATION

KEY CRITERIA	ESSENTIAL	DESIRABLE
Skills and qualifications	3 years' team leader or managerial experience with direct team responsibility for 5+ personnel in an accounts receivable role or AAT or CCAB part qualified. Intermediate Excel skills.	Relevant experience of local authority accounting and debt collections
Competence Summary (Knowledge, abilities, skills, experience)	<p>Relevant experience managing debts for a large organisation</p> <p>Experience of debt collection practices at a supervisory level within a direct customer contact role.</p> <p>Strong influencing, negotiating and account management techniques, to secure and manage internal customer and stakeholder relationships as well as external clients</p> <p>Ability to organise workload and work to with a good attention to detail</p> <p>Experience of successfully pursuing debts through a range of recovery approaches, including external</p> <p>Ability to interrogate and interpret complex system reports.</p> <p>Previous knowledge of cash allocation and reconciliations.</p> <p>Experience of communicating clearly with people of all levels, internally and externally, using telephone, written and face to face contact.</p> <p>Experience of talking and otherwise liaising with vulnerable individuals.</p> <p>Good ICT skills including the intermediate use of Excel spreadsheets and word processing.</p>	<p>Experience of Agresso or similar Financial Management System.</p> <p>Experience of LAS or ContrOcc</p> <p>Multi-systems experience</p>
Work-related Personal Requirements	<p>Self-motivated with the ability to work on own initiative.</p> <p>Methodical, organised and accurate approach to work.</p> <p>Ability to organise workload and work to with a good attention to detail.</p>	

Ability to comprehend risk and to understand when to escalate matters where required

Positive and rapid response to priority requests, to continuous improvement, open to new ideas and being innovative.

Ability to work under pressure.

Committed to maintaining professional standards, quality service delivery and a good professional image.

Other Work Requirements

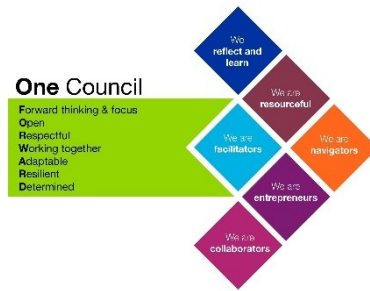
No criminal record involving theft or fraud. DBS, criminal records and other pre-employment checks and references will be required

KEY CRITERIA

ESSENTIAL

DESIRABLE

Role models and demonstrates the Council's values and behaviours



All staff should hold a duty and commitment to observing the Council's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Council policies/procedures.