

ROYAL BOROUGH OF GREENWICH

JOB DESCRIPTION

POST DESIGNATION: Finance Officer Debt and Control

REPORTING TO: Debt Manager (Sundry Debt) or Senior Control Officer

DEPARTMENT: Finance Directorate

SECTION: Finance Debt Service

GRADE: Scale 6

Job Purpose

To be responsible to the Debt Manager (Sundry Debt) or the Senior Control Officer this post will be responsible for collection of debt and maintenance of records as part of the delivery of the Finance Debt Service.

They will undertake a range of tasks within agreed procedures in respect of either the sundry debt collection service or the control functions in respect of the Debtors and Creditors control processes.

Main Duties

1. To deliver the operational aspects of the Sundry Debt or Central Control Service on a day to day basis.
2. Interact with members of the public and debt recovery agents in respect of the recovery of debt.

Duties and Responsibilities

1. To undertake the setup of debtors and creditors on the system within defined procedures ensuring all controls in place are operated accurately.
2. To raise invoices in respect of all miscellaneous debt due to the Council.
3. To process write off and credit notes within defined procedures ensuring all controls in place are operated accurately.
4. To undertake debt recovery action on a range of debts within defined procedures ensuring all controls in place are operated accurately.
5. To undertake the internal clearance of debtors suspense accounts.

6. To investigate credit balances in the Council's debtors system, identify changes required and reallocate accordingly.
7. To assist the Principal Finance Officer(s) in monitoring departmental use of debt recovery agencies and their activities in order to ensure compliance with Council guidelines and codes of practice.
8. To check returns, scrutinize invoices from debt recovery agents and verify their accuracy and liaise with directorate staff to initiate payment
9. To receive all returns from debt recovery agencies and process accordingly.
10. Take debit card payments over the phone.
11. To offer & negotiate repayment installment plans
12. Receiving BACS reports to change/delete clients/company bank details
13. Cancel Royal Borough of Greenwich returned & stopped cheques on the Creditor System
14. Allocation of unpaid direct debits back onto the debtor's system
15. Add bank details received on mandates from clients/companies
16. To provide statistical information to support the performance monitoring targets set for the section, including Performance Indicators in operation at the time.
17. To provide general administrative support to the section including photocopying, filing, the collection and delivery of documents, and the sorting of computer documents.
18. To deal with enquiries from internal and external sources on matters related to debt collection, providing advice and information as appropriate.
19. Carry out duties with due regard and compliance with the Data Protection Act and other legislation.
20. Carry out duties and responsibilities in accordance with the Council's Health and Safety Policy and relevant legislation.
21. To undertake other duties commensurate to the grade of the post.
22. To undertake all duties with due regard to the provisions of health and safety regulations and legislation, the Council's Equal Opportunities and Customer Care policies, and the New Technology agreement.