



<b>Job Title:</b>	Debt Assistant
<b>Grade:</b>	Grade 2
<b>Section:</b>	Debt Team
<b>Reports to:</b>	Court Officer
<b>Responsible for:</b>	None

### The Job

Is to:

- provide administrative support to the Debt Service in relation to the full range of responsibilities carried out by the section.

### The Bigger Picture

You will:

- be fully aware of appropriate legislation and statutory requirements including WDH standing orders and financial regulations, and
- carry out any other duties as directed by the service manager that are appropriate to the grade and overall purpose of the job.

### The Day to Day

Due to the ever changing environment your duties may include, but are not restricted to, the following.

You will:

- provide management and administrative support to the Debt Team;
- contact customers via telephone to pursue debts outstanding to WDH;
- deal with telephone enquiries and correspondence;
- process payments via the telephone in respect of any debts owed to WDH services by means of credit/debit card;
- provide support and assistance to the Central Debt Team (Management Team), and
- carry out day-to-day administration in the recovery of debt owed to WDH.

**Personal Contacts:**

**Internal:** All employees within WDH.

**External:** All outside agencies as appropriate. Members of the public and tenants.  
Other statutory and voluntary agencies.

## The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post. WDH principles reflect behaviour patterns which distinguish highly effective performance in a role. There are nine behavioural indicators which are split into three principles; Determination, Nous and Attitude and these are often referred to as DNA.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)	Shortlisting Criteria (Tick)
<b>Qualifications and Training</b>				
A qualification at level 2 of the Qualifications and Credit Framework, such as GCSEs (3 or more at grade A*-C / 9 - 4) or Award, Certificate or Diploma at level 2 or equivalent.	✓		AF/CQ	✓

<b>Determination</b>				
Able to work effectively in a highly pressurised environment and organise work to meet deadlines and targets.	✓		AF/I	✓
Committed to promoting choice and high standards of customer service.	✓		AF/I	

<b>Nous</b>				
IT literate, skilled at using PC data based systems.	✓		AF/I	✓
An understanding of the concept of customer care.	✓		AF/I	
Able to demonstrate an understanding of equal opportunities in service delivery.	✓		AF/I	
Able to input and retrieve information accurately using specific computer applications.	✓		AF/I	
Able to analyse/ examine/interpret and record information effectively.	✓		AF/I	
An understanding of the Customer Charter.		✓	AF/I	
A basic knowledge of housing, preferably involving estate and tenancy management.		✓	AF/I	
Administration experience.		✓	AF/I	
Housing or related experience preferably in debt recovery.		✓	AF/I	

<b>Attitude</b>				
Experience of delivering customer focused services.	✓		AF/I	✓
Good listening skills and a pleasant telephone manner.	✓		AF/I	✓
Able to effectively communicate with others in a way, which is easily understood.	✓		AF/I	✓
Able to apply thought and attention to detail.	✓		AF/I	
Have effective communication and negotiation skills.	✓		AF/I	
Able to work as a member of a small team.	✓		AF/I	
A willingness to undertake necessary training.	✓		AF/I	

<b>Additional Requirements of the Role</b>				
Valid UK driving licence with daily access to a vehicle in order to travel throughout the district and to other locations as required by the business.		✓	AF/CQ	

**Key**

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ - Certificate of Qualification

R- References