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## JOB DESCRIPTION

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<b>Job Title:</b>	Revenues Officer - Overpayments	
<b>Service Area:</b>	Revenues	<b>Team:</b> Overpayments
<b>Organisation:</b>	Anglia Revenues Partnership	
<b>Reports to:</b>	Assistant Recovery Team Manager	
<b>Responsible for:</b>	none	

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### Main Purpose of Job:

To undertake a full range of recovery duties to ensure that all income due in respect of housing benefit overpayments and other charges are promptly and efficiently collected.

### KEY RESPONSIBILITIES AND ACTIVITIES

1. Process all types of housing benefit overpayments within targets and deadlines
2. respond to enquiries by an appropriate method in an appropriate manner
3. Assist with the required reconciliations and controls
4. Make the appropriate enquiries to ascertain relevant circumstances
5. Negotiate payments and arrangements and monitor the subsequent recovery
6. To send cases to the bailiffs/collection agents as provided in the relevant policy and deal with the subsequent enquiries
7. To provide a helpful and courteous service for the administration of Housing Benefit overpayment
8. Assist with any court procedures and assist the councils representative at the court as required
9. Liaise closely with relevant colleagues to ensure a smooth and seamless service to the public
10. To perform to the standards of ARPs Values and Behaviours and encourage others to do so.
11. Carry out other duties commensurate with the grade for the post.

### Additional Note:

Vulnerable People

We are committed to safeguarding and promoting the welfare of vulnerable people and we expect all employees to share this commitment. All employees must familiarise themselves with the Safeguarding Children and Young People and Guidelines for Working with Children and Young People policy.

### Health Safety & Environment

Managers are responsible for the health and safety of their staff and their actions that may affect others; this is clearly set out in the Health and Safety Policy. It is the duty of all employees, while at work, to take reasonable care of their health and safety, and of other persons who may be affected by their activities; this includes colleagues, contractors and members of the public.

All employees must familiarise themselves with the Health and Safety and Environmental Policies.

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Note: This is a description of the job as it is constituted at September 2018 but, as the organisation develops, it may be necessary to vary the duties and responsibilities from time to time. It is the practice of ARP and employing Council to periodically review Job Descriptions to ensure that they relate to the job as being performed or to incorporate whatever changes may be necessary. It is both Councils' and ARP's aim to reach agreement to such reasonable changes with the post holder but if agreement is not possible the Councils and ARP reserve the right to insist on changes to the Job Description after consultation with the post holder.

On signing your Statement of Particulars it will be deemed that this Job Description has been accepted by the post holder.

