



## JOB DESCRIPTION

<b>Job Title</b>	Recovery Manager		
<b>Directorate</b>	Finance and Procurement		
<b>Reporting to</b>	Head of Revenues and Welfare		
<b>Grade</b>	8		
<b>Evaluation ref:</b>	RP279	<b>Job Family ref:</b>	
<b>Role Purpose</b>			
<p>The Recovery Manager role at Somerset Council is pivotal in leading and managing the Council's debt recovery operations across multiple income streams, including Council Tax, Business Rates, Housing Benefit Overpayments, and other services as directed and required. Leading a team of recovery officers and reporting to the Head of Revenues and Welfare, the Recovery Manager will ensure effective, ethical, and legally compliant recovery practices that maximise income collection while supporting vulnerable residents.</p> <p>The Recovery Manager is crucial in maximising collection of debt and increasing revenue for the Council, whilst fostering a culture of financial accountability and improvement within the service area. This will contribute to the overall strategic objectives and service delivery excellence. This means close working with the Revenues and Welfare Teams to help prevent arrears / debt from accruing prior to recovery action being required.</p>			
<b>Accountabilities</b>			
<b>Strategic Leadership</b>			
<ul style="list-style-type: none"><li>○ Develop, support and implement the Council's debt recovery strategy in line with corporate financial objectives and statutory requirements, ensuring there are robust counter fraud and compliances functions within the department.</li><li>○ Lead continuous improvement initiatives to enhance recovery performance and customer experience to ethically and legally reduce Council debt.</li><li>○ Leading and supporting on the procurement of services relating to the recovery of debt for the Council e.g. Enforcement Agents.</li></ul>			
<b>Operational Management</b>			
<ul style="list-style-type: none"><li>○ Oversee day-to-day recovery operations, ensuring timely and efficient collection of outstanding debts, whilst managing enforcement agents, legal proceedings, and external recovery partners. This will include being the priority contact for Enforcement Agents, ensuring regular meetings are in place to review activity, ensure SLAs and contracts are being adhered to and drive income maximisation as well as being responsible for complaints handling from both within the service and regarding external partners such as Enforcement Agents.</li><li>○ In conjunction with the Business Development and Technical Support Manager, monitor and report on key performance indicators (KPIs) and recovery rates.</li></ul>			

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- Control and be responsible for the legal recovery process, including the issuing and authorising of court papers, attending court on behalf of the Council when summoning tax payers to court and following write-off procedures as detailed in the Council's financial regulations.

### **Team Leadership**

- Directly line manage senior officers, providing coaching, support, and development opportunities as well as completing 1-2-1s and annual appraisals, or equivalents. This is in addition to leading, motivating, and developing the Recovery Team to deliver high-quality services, ensuring staff are trained in relevant legislation, systems, and customer service standards. This will include the promotion of a culture of continuous improvement, innovation, and customer focus.
- Lead on recruitment, training, and performance management within the Revenues team.

### **Compliance & Governance**

- Ensure all recovery activity complies with relevant legislation including the Local Government Finance Act, Data Protection Act, and Equality Act and maintain robust governance and audit trails of all actions taken e.g. Court papers and contribute to internal and external audits to ensure the service is running safely and legally. This will include leading on responses to internal and external audits.

### **Customer Focus and Stakeholder Engagement**

- Work collaboratively with all internal team areas as well as external agencies to support residents in financial hardship, including those who are deemed vulnerable, whilst ensuring collection rates are maximised, through the promotion of fair and proportionate recovery practices, including the use of vulnerability assessments and payment arrangements.
- Lead cross-departmental initiatives to reduce arrears and improve early intervention, working with Welfare, Housing, and Finance as well as being the key lead for external recovery partnerships, including enforcement agents, legal advisors, and tracing agencies.

### **Systems & Technology**

- Utilise and optimise financial systems (e.g. NEC, Debtor Modules) to support recovery processes and, in conjunction with the Business Development and Technical Support team, review and implement system upgrades, automation opportunities, and data analytics to improve efficiency. This will include driving digital innovation in recovery processes, including automation, predictive analytics, and customer segmentation.



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<b>Knowledge / Experience / Skills</b>		
	Essential	Desirable
<b>Knowledge</b>		
Strong understanding of local government finance regulations, including recovery legislation and best practices in debt collection.	X	
Awareness of Breathing Space, insolvency procedures, and enforcement protocols.	X	
Authority and credibility to work effectively in a political environment, building productive relationships, and engaging successfully with colleagues, partners and customers.	X	
Knowledge of safeguarding, vulnerability protocols, and their integration into recovery practices.	X	
Awareness of political and reputational sensitivities in public sector debt recovery.	X	
<b>Experience</b>		
Proven experience in debt recovery within a local authority or similar public sector environment	X	
Proven experience of managing a recovery team in a Local Authority setting.	X	
Experience and ability to manage challenging situations, including complaints and vulnerable customers.	X	
Experience of representing a Local Authority in a legal setting and dealing with stakeholders e.g. members, Enforcement Agents.	X	
Demonstrates behaviours which model the council's values.	X	
Experience in policy development, strategies, compliance, risk assessment and audit response.	X	
Experience in stakeholder management and presenting financial information.	X	
Experience in court representation and legal proceedings related to debt-enforcement.	X	
Experience working in a local authority or public sector environment.	X	
Experience in leading strategic transformation or service redesign in a financial or recovery context.		X
Experience in managing large-scale contracts and partnerships, including procurement and performance management	X	
<b>Qualifications / Registrations / Certifications</b>		
Membership or Qualification with the IRRV.	X	
Degree level, or proven experience.	X	
Formal leadership or management qualification, or equivalent experience.	X	

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Debt Recovery or Enforcement Accreditation, or proven experience.	X	
Conflict Resolution or Complaint Handling Training.		X
<b>Skills</b>		
Excellent leadership and team management skills.	X	
Strong communication and negotiation skills.	X	
Proficiency in data analysis, report writing, and statutory returns.	X	
Strong leadership, team motivation, and performance management capabilities.	X	
Proficiency in Revenues, Welfare and Benefits systems e.g. NEC.	X	
Able to analyse complex information quickly, reaching, and articulating decisions with clarity, to deliver solutions that command support.	X	
Excellent interpersonal skills to inspire, motivate, and develop organisational thinking to achieve high levels of performance.	X	
Strong analytical and problem-solving skills.	X	
Ability to develop and implement policies and procedures.	X	
Strong organisational and time management skills.	X	
Excellent communication and presentation skills.	X	
Good understanding of the key risks facing the service (both financial and non-financial).	X	
Leadership in change management, including staff engagement, culture development, and continuous improvement.		X
<b>Working Conditions</b>		
<p>This role involves working within a dynamic and supportive local authority environment. Candidates should be prepared for the following conditions:</p> <ul style="list-style-type: none"> <li>• <b>Work Hours:</b> Standard working hours are 37, with occasional requirements for evening or weekend work to meet project deadlines or attend community events.</li> <li>• <b>Location:</b> The work location will be based at one of Somerset Council's offices, to be decided upon offer of position, with opportunities for remote working as per organisational policies.</li> <li>• <b>Travel:</b> Some travel within the local area may be required for meetings, site visits, and community engagement activities.</li> <li>• <b>Work Environment:</b> The role involves working both independently and as part of a team, with access to modern office facilities and resources.</li> </ul>		

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- **Health and Safety:** Adherence to all health and safety regulations is mandatory, ensuring a safe working environment for all employees.

### Dimensions of the role

### Working Arrangements

*Somerset Council's Dynamic Working Strategy will be applied to this position.*

### Corporate Accountabilities

- Provide clear leadership to deliver the Council's strategic priorities and meet the Council's financial targets, as a member of the Directorates Senior Leadership Team.
- Update and advise Elected Members in respect of operational and policy issues in relation to the Finance and Procurement Services teams.
- Lead Finance and Procurement teams with a clear identity in terms of flexible and responsive ways of working, inclusive and diverse culture, and high level of employee engagement and wellbeing.
- Undertake representational and communication duties on behalf of the Council to promote and protect the Council's interests in matters concerning their specialist areas.
- Create, monitor, and review frameworks of performance measures and quality standards to be applied in the delivery of services.
- Function as an ambassador for the Council promoting, both internally and externally, the Council's vision, strategic aims, and values.
- Value the diversity of Somerset's communities ensuring equality of access and treatment in service delivery and employment.
- Function as a role model for Somerset's vision and values. Promotes a culture of continuous improvement that encourages creativity and innovation to ensure services are efficient and develop the potential and flexibility across the Council and its workforce including the motivation and development of employees within the Finance and Procurement service teams.
- Ensure that Finance and Procurement services place a high value on customer responsiveness by demonstrating a commitment to meeting and involving the broadest range of direct and indirect service users, citizens, customers, communities, and businesses.
- Support the delivery of the Councils' key strategic aims and objectives ensuring understanding and commitment from staff from across the Finance and Procurement service.
- Support Corporate and Directorate and service specific transformational change programmes with the aim of maximising efficiency, modernising services, and achieving better outcomes and opportunities for service users and customers.
- Ensure flexibility in reacting to the needs of the Council, its' customers and partners supporting a culture of continuous improvement.

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- Ensure compliance with all relevant legislation, the Council's standards of conduct, organisational policy, and professional codes of conduct to uphold standards of best practise.
- Accountable for compliance with all relevant health and safety legislation and Somerset Council H&S policies.

Date: 23/01/2026