

Job Description

Receivables Coordinator

Reference: FO36

Date: March 2026

Job Family:	Finance / Receivables, Payments and Assessments
Level:	1
Band:	4
Career Track:	Operational

Job Purpose

To ensure effective monitoring and management of outstanding debt in accordance with the Council's Guidelines.

Service Purpose

The Business Operations Centre provides integrated, high-volume transactional services across People & Culture, Finance, Data, Digital & IT, and Central Administrative functions. Its purpose is to deliver consistent, efficient, and compliant processes that underpin the Council's operations, enabling directorates to focus on strategic priorities and frontline services. The Business Operations Centre aims to:

- Standardise and optimise transactional processes to achieve cost-effectiveness and scalability.
- Enhance service quality and user experience through automation and digital innovation.
- Ensure robust governance, compliance, and risk management across all transactional activities.
- Support the Council's strategic objectives by providing accurate, timely, and reliable data and services.
- Foster collaboration across enabling functions and directorates to deliver integrated solutions.

Duties and Responsibilities

Accounts Receivable Processing

- Perform the full Accounts Receivable process and provide advice and support to end users.
- Ensure timely and accurate reconciliation of suspense and control accounts.
- Respond effectively to enquiries from Accounts Receivable users and Council customers.

Debt Recovery and Management

- Maximise the collection of recoverable Sundry Debt in line with Council policy and best practice.

- Monitor repayment arrangements and take appropriate action when required.
- Deal with customer contact relating to overpayments via telephone, email, post, or through third-party enquiries.
- Utilise all available options to trace debtors and gather information to support issue resolution and debt clearance.
- Negotiate instalment plans or alternative recovery methods based on customer requests, representative input, or new information.
- Refer cases for write-off where appropriate.

Team Support and Training

- Train new team members and provide updates to existing staff on revised procedures.

Person Specification

Professional and Technical Requirements

Qualifications

- A minimum of 5 GCSEs (or equivalent) at grade 4 or above, including Mathematics and English, or three years' relevant experience.

Knowledge, Experience and Skills

- Experience of working within a large or complex organisation.
- Ability to produce accurate and well-structured written work.
- Ability to solve problems effectively.
- Ability to work accurately and meet strict timetables, tight deadlines, and high standards.
- Ability to work both independently and as part of a team.
- Highly motivated and proactive.
- Willingness to participate in and adapt to change.

Core Competency Requirements

- **Communication:** Communicates clearly and respectfully to support shared understanding. Uses active listening to confirm meaning and respond appropriately.
- **Collaboration:** Works with others to complete tasks and support service delivery.
- **Service Delivery:** Delivers tasks to expected standards and timescales, following procedures and guidance. Uses resources efficiently to support effective delivery.
- **Decision-Making:** Makes decisions using guidance and procedures.
- **Digital and Data Literacy:** Uses standard digital tools to complete work, following guidance on data protection and digital safety.
- **Adaptability:** Adapts to change and feedback. Applies learning to improve own work and support team outcomes.
- **Problem-Solving:** Resolves issues using known solutions.
- **Community and Customer Focus:** Delivers services with care and respect, considering diverse needs and ensuring a positive customer experience.
- **Leadership:** Supports colleagues and takes responsibility for own work.

Strengths

- **Precise:** You concentrate on detail and make sure everything is accurate and error free.
- **Problem Solver:** You take a positive approach to tackling problems. You find ways to identify suitable solutions.
- **Service Focused:** You look for ways to serve customers putting their needs at the heart of everything you do.

- **Disciplined:** You follow processes, operating well within set standards, rules and guidelines.
- **Explainer:** You communicate thoughts and ideas, verbally or in writing. You simplify complexities and adapt communication so others can understand.

Desirable

- Any general business-related qualifications.
- Experience of working in a secure environment.
- Awareness of Standing Orders and Financial Regulations.
- Knowledge of the Oracle E Business Suite.
- Knowledge of income and debt control procedures.
- Commitment to own personal development.