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| **Post Details** |
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| Job Title | **Debt Recovery investigator and Administrator** | UPN |  |
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| Department | **Revenue, Crime & Enforcement (Passenger Services)** | Location | **Ashford International House** |
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| Reports To | **Debt Recovery Manager** | Grade | **ASG** |
|  |  |  |  |
| Deputy |  | Date | **14/07/2022** |

**This Job Description shall be read in conjunction with the Safety Responsibility**

**Statement for this post.**

## B. Purpose of Job

To work as part of the Debt Recovery Team, providing shift support over your rostered hours (6am – 10pm), 7 days a week, for the Debt Recovery and Prosecutions Department.

 To deliver all debt recovery services, as contracted between DRP and TOC Customer.

# C: Principal Accountabilities

1. To answer the telephone and provide Name & Address information as requested by Authorised Representatives in accordance with the Data Protection Act. Provide necessary information, as required by the Authorised Representative (such as previous offence data).
2. Answer other calls received into the office, including in relation to other contracted services such as GTR and ticket office queries.
3. Answer payments line calls using full knowledge of appropriate Railway Laws and company standards / procedures to maximise debt recovery. Deal with all customer and passenger queries sensitively and with empathy.
4. Accurately sort and input information from Penalty Fare, Unpaid Fare, or other similar notices into the appropriate database(s).
5. Assist Manager to check and correct errors on the database(s). Update all relevant info on database as instructed.
6. Conduct other daily tasks, as requested by the Manager. This includes, but is not limited to: opening and sorting post; logging, processing and responding to UPFN appeals; database cleansing duties; filing paperwork; and producing, collating and sending standard reminder letters.
7. Investigation role: looking into false cases, ticketing offences, interrogating systems looking for fraudulent cases and travel patterns. Produce case files to be presented for further investigation and prosecution.
8. Assist the Accounts Assistant and SJP Prosecutions Officer in their duties as required.
9. Comply with sickness reporting procedures.
10. Maintain a high standard of appearance as per company guidelines.
11. Attend meetings and 1-1s reviewing personal performance.
12. Maintain a clean and safe working environment.
13. Are punctual and adhere to rostered hours of work.
14. Attend training as and when required.
15. General department administrative duties.
16. Carry out any other duties as requested by the management team.

#### **D: Dimensions of Job**

1. Financial Direct - Successfully take payments over the phone.
* Allocate cheques and postal orders to correct notices on system.
1. Staff responsibility Direct - None

##### E: Decision making authority -

E1. Accurate allocate of payments

E2. Decision to offer Out of Court Settlements over the phone

##### F: Interface

1. TOC Revenue Protection Staff
2. TOC Management
3. DRP Team
4. Passengers

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| **G: Person Specification** |
| Southeastern aims to recruit people not just for jobs but for long term careers. We want good quality, talented people with the right attitude who will stay with us.For these reasons we look for evidence of Southeastern values in all potential staff and our existing staff looking for promotion along with the particular experience/knowledge, skills and behaviours relevant to the position applied for. These are * **We care passionately about people**
	+ we put ourselves in our passengers’ shoes to do what’s right for them
	+ we support our colleagues to be, feel and do their best
	+ we love the places we serve and do our bit for our communities and environment
* **We aim to be the best**
	+ we move with pace, we’re agile and learn from everything
	+ we relentlessly strive to be the best
	+ we are professionals with personalities
* **We make the difference together**
	+ we are answerable to each other and our passengers
	+ we trust each other and do what we say we will
	+ we are stronger together than we are as individuals

The job demands the following blend of experience/knowledge, skills and behaviours (all are essential , unless otherwise shown and will be assessed by application and/ or interview/assessment) : |

##### G: Experience, Knowledge & Training

1. Educated to GCSE Level.
2. Minimum of two years in office administration with previous data input experience
3. Good computer skills.
4. Good organisational skills.
5. Ability to meet objectives and time-scales.
6. Excellent telephone manner
7. Ability to communicate in writing effectively

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| H | Most Challenging and/or Difficult parts of the Job |
| H1H2 | Covering duties of colleagues during periods of absence in a changing, evolving environment, and prioritising work during busy periods.Meeting deadlines and supplying clear, concise information and reports in a timely manner. Remaining in a clear and professional manner whilst communicating with everyone you have conversations with. |

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| **H** | **Dimensions of role** |
| H1 | Financial – Direct: |
| H2 | Financial – Other: |
| H3 | Staff Responsibilities – Direct: |
| H4 | Staff Responsibilities – Other: |
| H5 | Any Other Statistical Data: |

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| **I** | **Acknowledgement** |
| I1 | Prepared By: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| I2 | Approved By (Head of Department): | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **J** | **Job Description Briefing** |
|  | The post holder has been briefed on and understands the requirements of this Job Description and other related documents: |
|  | Name of post holder: |  | Signature: |  | Date: |  |
|  | Name of briefing manager: |  | Signature: |  | Date: |  |
| **K** | **Nominated Deputy for Safety requirements**  |
|  | If this is a KEY SAFETY POST (D2 in Safety Details above is YES) at least one nominated deputy must be identified. The Job Holder must ensure that the Nominated Deputy(ies) receives a copy of, and is briefed on this Job Description. If there are more nominated deputies, they should sign further copies of this Job Description. |
|  | The nominated deputy has been briefed on and understands the requirements of this Job Description and other related documents: |
|  | Name of nominated deputy: |  | Signature: |  | Date: |  |
|  | Name of briefing manager: |  | Signature: |  | Date: |  |