

Levy Assistant – June 2017

Role: Levy Assistant

Band: A

Team: FABS

Reports to: Team Leader (Billings & Collection)

Band Descriptor: More complex roles, which do not require significant specialist knowledge but may work with confidential/key information, are involved in process delivery and may have some supervisory responsibilities. May be a graduate or administration role.

Contribution to Corporate Business Plan: Supporting and Co-ordinating

Role Purpose: Ensure payments are made from levy payers in accordance with the terms set out in the Statutory Instrument (S.I)

Key Responsibilities:

- Systematic and tenacious telephone chasing of outstanding values by sector for levy.
- Management and ownership of debtors which includes payments being made on time in accordance with the S.I. and to involve paper/electronic reminders where telephone work has proved unsuccessful
- Provision of timely and accurate reports, highlighting to team leader or Levy Controller any issues as and when they arise
- Implementation of penalties in accordance with the S.I
- Collection of levy returns on time in accordance with the S.I
- Issuing and reminders in line with the S.I and departmental procedures

Job Specific Activity (not an definitive list):

- Assist Finance in locating account numbers to enable posting of payments on Agresso
- Raising of invoices via Agresso and Legacy systems and Chase for payments of overdue amounts in accordance with terms, prepare reminders and paperwork for passing accounts to Legal.
- Prepare credit request for sign off according to departmental processes.
- Reminding Levy Payers of their duties to return without which they face prosecution. Where no return arrives in time, prepare estimates to forward.
- Assist levy payers in understanding what is required to complete returns
- Process the returns received. (This might be plotting maps, entering sales figures, tonnages, numbers slaughtered and litres purchased, relative to any of the sectors)
- Maintain accurate filing system for speedy retrieval via paper and scanned document systems and ensure that all communications with customer/levy payer is recorded in CRM systems.
- Proactively assist others in the team at peak points.

Delegated Authority:

- No delegated authority

Person Specification – Knowledge/Skills/Experience:

- Debt collection procedure knowledge and experience, including telephone communications
- Negotiation and persuasion skills
- Planning and organising
- Experience with accounting systems and Microsoft Excel
- Good IT Skills- Microsoft suite
- GCSE Level or equivalent Grade C English and Maths
- Team player, builds strong positive relationships with team, colleagues and customers
- High levels of accuracy and ability to work under pressure
- Target driven and motivation to succeed

	Area of Expertise	Level Required
1	Influencing & Negotiating	2
2	Planning & Organising	2
3	Quality Ownership	2
4	Data/Information Collection & Management	1
5	Continuous Improvement	1
6	Process Management	2

	Area of Expertise	Level Required
1	Customer Mind-Set	3
2	Performance Driven	2
3	Respecting Others	3
4	Working in a Matrix	1

Version	Date	Author	Description
1.0	May 2016	R Laverick	Original
2.0	June 2017	HR	Amended AOE