

Finance Officer - Debt and Claims Management



Working better together
for our residents

Finance

What's it all about

As a Finance Officer, you will play a critical role in managing and resolving County Court Judgments (CCJs) and related debt claims. You'll ensure timely payment, accurate record-keeping, and central oversight of all claims to protect the organisation from financial and reputational risk. This role is key to introducing a structured process for handling claims and preventing enforcement actions.

How you'll make a difference

You will help safeguard the organisation's financial stability and credit profile by ensuring debts are settled promptly and judgments are satisfied on official records. Your work will reduce escalating costs, improve compliance and support the creation of a centralised debt management process.

How you'll do it

- Maintain a central register of all incoming claims, CCJs, and related correspondence.
- Validate claims and confirm payment obligations with relevant budget holders.
- Arrange and process payments promptly to avoid interest and enforcement action.
- Ensure CCJs are marked as satisfied on official records after payment.
- Liaise with Business Services to route correspondence correctly.
- Work closely with Legal Services and external solicitors to confirm claim details and resolve disputes.
- Monitor and report on outstanding claims and judgments to senior management.
- Maintain accurate records to prevent duplicate payments and support audit requirement

All about you

Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail.

Essential knowledge, experience and skills

- Strong financial administration and payment processing experience.
- Excellent organisational skills with attention to detail.
- Ability to manage high-volume, time-sensitive tasks under pressure.
- Knowledge of financial controls and risk management.
- Effective communication and stakeholder engagement skills.
- Proficiency in Microsoft Excel and financial systems (D365 experience desirable).
- Understanding of legal and compliance implications of debt management (training will be provided).