

JOB DESCRIPTION

JOB TITLE:	Recovery and Arrears Specialist (current tenants)
GRADE:	Grade 6
REPORTING TO:	Senior Income Specialist (current tenants)
RESPONSIBLE FOR:	Recovery and Arrears Co-ordinators (current tenants)

ROLE SUMMARY

The Recovery and Arrears Specialist role is an operational consultant, providing day to day advice, guidance and coaching to the Recovery and Arrears Co-ordinators and other stakeholders, they will advise, guide and coach the business on all possession related matters, from notices to seeking possession actions to maximise income collection and deliver a modern, accessible, efficient, and effective recovery service to their client group. They will provide challenge and consistent approaches to ensure the clearance of arrears as needed, consistently in line with internal processes and legal requirements. Operating as a trusted associate, they will prepare and deliver, where required, legal documents for possessing hearings and will represent believe housing at court hearings and evictions.

MAIN DUTIES AND RESPONSIBILITIES

Specific objectives and deliverables will be agreed as part of the ongoing performance and development review process including specific accountabilities and performance indicators. The points below are a summary of your main duties and responsibilities.

- Ensure effective management of the Recovery and Arrears area by managing people, performance, development and health and wellbeing issues effectively and in-line with relevant policies and procedures.
- Support the Recovery and Arrears Co-ordinators in providing first line generalist recovery and arrears advice, support, and invention to help tenants sustain their tenancy agreement, in line with income collection recovery procedures and statutory framework, identifying and escalating appropriate recovery actions in more complex cases. This may involve liaising with debt collection agents where appropriate.
- Provide advice, support and case management overview on all legal matters relating to the possession of properties, initiating, and progressing legal action and notices where

appropriate within set timescales and in accordance with the recovery policy, preparing all legal documentation in accordance with the rents pre-action protocol and attending and representing believe housings at court hearings and review hearings as necessary. This may involve liaising with legal services where necessary in all such cases.

- Provide first line generalist advice, support and intervention to tenants who may need assistance to manage their Universal Credit claim online/monthly budgeting, ensuring the tenants claims the right benefits for which they are entitled to, are supported in understanding their Universal Credit entitlements and payment dates and understand their obligations to pay their housing costs from the Universal Credit payments. This may also involve identifying eligibility and applying for discretionary housing DHP's as appropriate.
- Ensure use of procedure to refer tenants on welfare benefits and financial inclusion initiatives to internal teams (i.e., tenancy sustainment, employability etc.) and other agencies acting on behalf of believe housing for additional support, including providing outreach sessions at Job Centre Plus offices across the county. This will involve building key relationships and effectively collaborating with internal teams and external agencies.
- Responsible for ensuring up to date and accurate information is held within the housing management system, ensuring all administrative work is accurate, tasks are completed and undertaken in a timely manner and policy/procedure is followed at all times, ensuring a consistent approach across the business.
- Contribute to the design and development of effective policies and procedures and ensure they are applied consistency across the service.
- Contribute to the design and development of campaigns to publicise welfare benefit reforms and wider financial inclusion themes including bank accounts, credit unions and direct debits and implement them.
- Develop internal and external relationships with stakeholders and partners to promote the service, and develop collaborative working with other services and partners to ensure customers receive an outstanding and seamless service.
- Assist the Senior Income Specialist in evaluating and measuring the impact of advice and referrals on income and the wellbeing of tenants.
- Be responsible for own professional and personal development.

ORGANISATION WIDE RESPONSIBILITIES

- Managing health and safety issues in your area of responsibility in line with the relevant section(s) of the relevant Health and Safety Policy.
- Complying with business confidentiality and information security policies, in line with GDPR and relevant legislation
- Develop, implement and deliver goals with clear measures of success in-line with believe housing's values and behaviours, doing the right thing for our customers, our business, and our people
- To deliver financially viable and economically effective services, seeking to gain maximum benefit from the use of resources and increasing social value
- The duties may vary from time to time within the broad remit of your role and grade and as such may be required to undertake any such reasonable and appropriate duties within the remit of relevant skills and experience.

PERFORMANCE MEASURES

Corporate Performance Scorecard

Business Scorecard Metrics

Compliance with legislative and regulatory standards

Adherence to Health and Safety Policy

Delivery of strategic corporate projects and team projects

Demonstrating corporate values, attitudes, and behaviours

Engagement scores

PERSON SPECIFICATION

	Essential	Desirable	Method of Assessment
Qualifications	5 GCSEs or equivalent including Maths and English	Obtained or is working towards a recognised qualification in Housing or Income collection	Application Form Selection Process Pre-employment checks
Experience	<p>Proven experience of leading, coaching, motivating, and developing people to create high performing teams</p> <p>Experience of creating a solution focussed environment</p> <p>Proven in depth applied working knowledge of income collection recovery procedures, welfare benefits and welfare benefit reforms and the statutory framework in which they operate</p> <p>Proven experience working in an income environment, ideally supporting the business across recovery/arrears management, credit control, court notices and possession actions and other legal processes</p> <p>Experience of implementing policy and procedure and ability to apply and interpret procedures and policies effectively and contribute to policy development</p> <p>Experience with housing management systems including, but not limited to QL and DWP Universal Credit portal.</p> <p>Proven ability to build key relationships and effectively collaborate with others</p>	Proven experience of managing rent arrears and income streams	Application Form Selection Process

**Skills/
knowledge**

<p>Ability to take ownership of believe’s approach to the recovery of rent and other income streams, taking prompt legal action when an account falls into arrears</p> <p>Proven investigative skills, with an ability to get to the root cause of an arrears issue quickly and effectively</p> <p>Excellent communication skills with an ability to establish and maintain a high degree of confidentiality, respect, trust, and credibility</p> <p>Ability to demonstrate problem solving, numerical, analysis and reporting skills</p> <p>Excellent interpersonal, negotiating and influencing skills to achieve positive outcomes</p> <p>Must be resilient in coping with complex and sensitive issues, dealing with difficult situations with tact and diplomacy in a professional manner</p> <p>Ability to plan and prioritise, using own initiative to meet deadlines and customer expectations</p> <p>IT literate, competent in the use of MS Office, including Word, Excel, Powerpoint and Outlook</p>	<p>Knowledge and understanding of national and regional housing issues</p>	<p>Application Form Selection Process</p>
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