

JOB DESCRIPTION

JOB TITLE:	Recovery and Arrears Co-ordinator (current tenants)
GRADE:	Grade 7
REPORTING TO:	Recovery and Arrears Specialist (current tenants)
RESPONSIBLE FOR:	This roles does not have any direct reports

ROLE SUMMARY

The Recovery and Arrears Co-ordinator role is an operational consultant providing day to day advice and guidance to all stakeholders. Acting as a support to the Recovery and Arrears Specialist to deliver an outstanding recovery and arrears service, maximising income collection and delivering a modern, accessible, efficient, and effective recovery service to their client group, they will be the first point of contact for all rental income and other income stream queries, ensuring prompt action is taken when an account falls into arrear. They will be a true generalist able to operate across a range of income specialisms as needed, consistently in line with internal processes and legal requirements. Operating as a trusted associate, they will provide high quality welfare information and advice to tenants, signposting to other agencies acting on behalf of believe housing.

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.

- Provide first line generalist recovery and arrears advice, support, and intervention to help tenants sustain their tenancy agreement, in line with income collection recovery procedures and statutory framework, with a view to resolving matters right first time to support tenants in clearing their arrears.
- Routinely monitor rent accounts and take prompt action when an account falls into arrears, agreeing payment plans to clear arrears within reasonable timescales.
- Setup Direct Debits where required and providing support to tenants until payment patterns are established.

- Take a proactive approach by contacting tenants by phone, letter and any other medium required as well as identifying vulnerability and additional support requirements, including the completion and submission of alternative payment arrangements.
- Provide first line generalist advice, support and invention to tenants who may need assistance to manage their Universal Credit claim online/monthly budgeting, ensuring the tenant 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 procedures 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.
- Initiate and progress action to notice stage for possession of properties where appropriate and in accordance with the recovery policy, ensuring recovery actions are taken within set timescales and according to relevant policy.
- Maintain a range of processes and up to date and accurate information 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. Trusted partner to DWP portal.
- Assist the Recovery and Arrears 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
- Live 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

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	Proven experience working in an income environment, ideally supporting the business across recovery/arrears management and credit control including controlling outstanding debts and arrears Working knowledge of income collection recovery procedures, welfare benefits and welfare benefit reforms and the statutory framework in which they operate Experience of provision of advice, support, intervention and signposting to tenants on welfare benefits and financial inclusion initiatives, as well as implementation of awareness raising campaigns, evaluating, and measuring systems and outcomes Experience with housing management systems including, but not limited to QL and DWP Universal Credit portal Proven ability to build key relationships and effectively collaborate with others	Proven experience of managing rent arrears and income streams	Application Form Selection Process
Skills/ knowledge	Excellent communication skills with an ability to establish and maintain a high degree of confidentiality, respect, trust, and credibility Ability to demonstrate problem solving, numerical, analysis and reporting skills	Knowledge and understanding of national and regional housing issues Knowledge and understanding of legal and procedure	Application Form Selection Process

Excellent interpersonal, negotiating and influencing skills to achieve positive outcomes Must be resilient in coping with complex and sensitive issues, dealing with difficult situations with tact and diplomacy in a professional manner. Ability to plan and prioritise, using own initiative to meet deadlines and customer expectations IT literate, competent in the use of MS Office, including Word, Excel, Powerpoint and Outlook Team Player – to ensure the implementation of joined up services to the business and ability to coach and support colleagues and customers	requirements in the collection of arrears	
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