

## ROLE PROFILE

<b>Job Title:</b>	<b>Reports to:</b>	<b>Department:</b>	<b>Team:</b>	<b>Grade:</b>
Debit Collection Team Leader	Service Manager – Income & Money Advice	Customer Transactions	Income & Money Advice	F

<p><b>Job Purpose:</b></p> <p>Operationally responsible for maximising the performance of the Debit Collection team, ensuring performance is well monitored, call &amp; case quality is regularly assessed, and support is provided to the team to optimise debit collection outcomes for Your Housing Group and its customers.</p>	<p><b>Competencies:</b></p> <ul style="list-style-type: none"> <li>• Passion</li> <li>• Pride</li> <li>• Creativity</li> <li>• Accountability</li> </ul> <p><b>Leadership Pillars:</b></p> <ul style="list-style-type: none"> <li>• Authenticity</li> <li>• Strategic Thinking</li> <li>• Innovation</li> <li>• Resilience</li> <li>• Inspirational Leadership</li> </ul>
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**Key Responsibilities:**

1. Operational responsibility for maximising the performance of the Debit Collection service across the Group.
2. Manage, coach and develop a team of Debit Collection Agents conducting regular 121's, PDR objective setting and reviews, supporting and coaching them with complex customer queries.
3. Conduct quality assessments by undertaking regular call and case audits, providing constructive feedback to Agents.
4. Manage and resource the team and all queues to be responsive and ensure that customer contact is maximised, including re-negotiating workload to cover periods of leave.
5. Manage the day-to-day operations of the Debit Collection team, ensuring support and advice is provided to staff to resolve complex issues.
6. Support the team with implementation and embedding of income software, policies and procedures.
7. Enable the Debit Collection Team to operate efficiently, by taking responsibility for the Rent Refund Process, Legal Action Approval and resolving escalated income calls and queries.
8. Build and manage positive and productive relationships with colleagues across the Group, partners and stakeholders through which we deliver services or receive income.
9. Deputise for the Service Manager - Income & Money Advice, when required.
10. Undertake additional duties appropriate to the role and/or grade.

	<b>Essential</b>	<b>Desirable</b>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Understand the challenges facing the housing sector, including the Welfare Benefit changes</li> <li>• Understand how to achieve value for money outcomes and mitigate risk</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of Rent Possession Proceedings, Recovery of Service Charge Arrears &amp; Applications in Small Claims court</li> <li>• Knowledge of the Welfare Benefits System</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Target motivated, with the ability to achieve targets, in a high-performance environment</li> <li>• Excellent communication skills, both written and verbal</li> <li>• Excellent attention to attention to detail</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of day-to-day managing an Income/Debt Collection Team</li> <li>• Experience of managing a team in a contact centre/volume environment</li> <li>• Experience of agreeing, setting &amp; monitoring performance targets</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of managing an income collection team in a housing environment</li> </ul>
<b>Qualifications/Education</b>	<ul style="list-style-type: none"> <li>• GCSE Maths and English (or equivalent)</li> </ul>	<ul style="list-style-type: none"> <li>• Housing Related Qualification</li> </ul>

<b>People Management Responsibility?</b>	Line management responsibility, including coaching, development and performance management
<b>Budgetary Responsibility?</b>	No budgetary responsibility
<b>Key Relationships (internal/external)</b>	Housing management & Your Response teams including contact centre, income and money advice, Housing Benefit, Department for Work & Pensions, County Courts and other third party agencies

**Safeguarding of Children Young people and Vulnerable Adults**  
 Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment.

As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.

<b>Key Role Performance Indicators</b>
<ol style="list-style-type: none"> <li>1. Achieve year end team arrears patch performance target.</li> <li>2. Manage inbound call queues to ensure abandonment rate does not exceed 3%.</li> <li>3. Review &amp; resolve 100% of customer complaints within 10 days.</li> <li>4. Carry out account audit samples &amp; quality scoring across an average of 50 accounts per month.</li> <li>5. Ensure 100% compliance with pre-action protocol in all cases escalated to court or eviction.</li> <li>6. Review &amp; complete 100% of refund requests within 14 days.</li> <li>7. Complete Review of 100% of Legal Action (Court &amp; Eviction) requests within 14 days.</li> <li>8. Achieve Team Customer Satisfaction Score of 90% or above.</li> </ol>

<b>Date Role Profile Created/Updated:</b>	<b>October 2021</b>
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