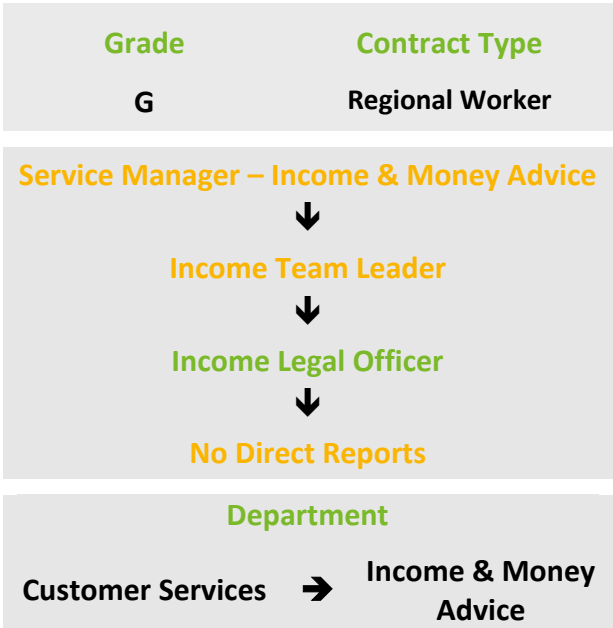


# Income Legal Officer



**Role Overview**

Maximise Your Housing Group’s income and minimise risk to the business by identifying debt at the earliest opportunity and taking appropriate, prompt actions to assist customers to meet their charge obligations & representing YHG in legal proceedings where all other options have failed.

This post is subject to a BASIC DBS check.

RESPONSIBILITIES

- Responsible for monitoring and managing a caseload of accounts requiring intervention to recover and/or prevent rent/service charge arrears; providing an accurate, sensitive, and responsive account enquiry and information service, using the latest telephony/IT technology.
- Decision making regarding cases requiring escalation to Court, co-ordinating and monitoring all legal proceedings in relation to current and former tenant rent arrears, leasehold & service charges and rechargeable amounts including the preparation of court papers.
- Conducting pre court and pre-eviction visits where necessary due to lack of customer engagement.
- Effectively manage all Universal Credit accounts to ensure APA (Alternative Payment Arrangement) are applied for when necessary and are robustly monitored to minimise rent loss.
- Provide low level advice to customers around their benefit claims, including supporting customers with Universal Credit claims, referring to the Money Advice team for more complex queries.
- Support the income management team to deliver a first point of contact income collection service via a risk-based matrix approach.
- Work with other parts of the Group including internal/external customers/agencies to secure/ maximise income for YHG customers.
- Act as YHG representatives at any County Court hearings or evictions as requested by the wider Income Collection Team.

Our values



**Honest & Reliable**  
We are authentic, open and dependable; and we do what we say we'll do.



**Caring**  
We show kindness and consideration to our customers and each other.



**Respectful & Fair**  
We listen to people, and strive for equity and inclusivity in all that we do.

Through our passion for housing, more people have a safe place to call home

- Ensure that YHG complies with CPR rules ensuring that court documents etc are served in line with HMCTS requirements.
- Support the Income Team Leader & Your Response Leadership Team by contributing to the development and continuous improvement of the Group's approach to Income Collection to reduce outstanding debt within YHG by identifying service improvements, maximising resources, and ensuring Value for Money is achieved.
- Undertake additional duties appropriate to the role and/or grade.

## STRENGTHS

- ✓ Focused/target driven and thrive in a highly performance driven, phone-based income collection environment.
- ✓ A strong communicator with a high level of attention to detail
- ✓ Able to exceed targets and deadlines whilst working under daily pressure
- ✓ Self-Motivated
- ✓ Good administrative, organisational, and planning skills with an ability to acquire knowledge and grasp new concepts quickly
- ✓ Demonstrable passion to provide the highest possible service to customers
- ✓ Well-developed questioning, listening, influencing & negotiating skills

## ESSENTIAL REQUIREMENTS

- ✓ Demonstrable experience of delivering customer service excellence
- ✓ In depth knowledge of the arrear's recovery process (from beginning to end) across a range of tenures, with experience of working in a demanding customer service environment
- ✓ Experience of attending County Court to present rent possession claims
- ✓ Experience in dealing with difficult customers, some of whom may be demanding/vulnerable, within an income collection environment
- ✓ Good working understanding of the benefits system, including Housing Benefit, Universal Credit etc.
- ✓ GCSE Maths & English or equivalent

## BENEFICIAL TO THE ROLE

- ✓ Full UK Driving License & use of a vehicle
- ✓ Experience of working in a contact centre type environment
- ✓ Housing Related Qualification
- ✓ An understanding of the challenges currently facing the housing sector