

ROLE PROFILE

Income Officer

Grade

G

Contract Type

Home Worker 2

Service Manager – Income & Money Advice



Income Team Leader



Income Officer



No Direct Reports

Department

Customer Services



Income & Money Advice

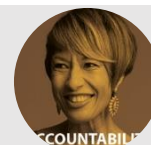
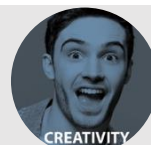
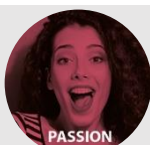
Role Overview

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.

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.
- Responsible for handling inbound call traffic and responding to contacts from customers across multi-channel technology (telephony/IT/web chat etc).
- 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.
- 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.
- 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.

Our values



Creating more places for people to thrive and be recognised as a sector leading landlord

- Work with other parts of the Group including internal/external customers/agencies to secure/ maximise income for YHG customers.
- Provide cover for Court Officer team, if required, by attending County Courts to progress possession claims.
- Undertake additional duties appropriate to the role and/or grade.

STRENGTHS

- ✓ Focused/target driven, thrives 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
- ✓ 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
- ✓ An understanding of the challenges currently facing the housing sector
- ✓ GCSE Maths and English (or equivalent)
- ✓ 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

BENEFICIAL TO THE ROLE

- ✓ Ability to be able to work in an agile/flexible working environment
- ✓ Understand how to achieve Value for Money outcomes
- ✓ Experience working in a demanding customer service environment
- ✓ Working knowledge of the arrears recovery process (from beginning to end) across a range of tenures
- ✓ Housing Related Qualification