

# Income Assistant

## Grade

H

Service Manager – Income & Money Advice



Debit Collection Team Leader



Debit Collection Assistant



None

## Department

Customer Services → Income & Money Advice

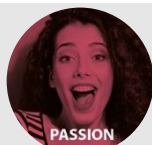
## Role Overview

**Provide support to the Debit Collection Agents & Court Officers to deliver a proactive income collection service.**

## RESPONSIBILITIES

- Responsible for monitoring and managing inbound communications from various channels including
  - Housing Management Teams/Housing Benefit/Department for Work & Pensions, customers & other third parties ensuring accounts are updated accurately and information cascaded accordingly.
- Responsible for handling inbound call traffic and responding to contacts from customers across multi-channel technology (telephony/email/web chat etc.) including taking payments.
- 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.
- Manage income functions such as rent refunds, new tenant information administration.
- Support the income management team to deliver a first point of contact income collection service via a new risk based matrix approach.
- Reduce outstanding debt within the Group by identifying service improvements and ensuring VfM (Value for Money) is always achieved.
- Provide adequate support to the Debit Collection Agents to effectively manage all new and existing Universal Credit cases to ensure compliance.
- Working within a fast-paced income collection environment, have a flexible approach to work to ensure the business needs are met and exceeded.

## 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 and agencies to secure/ maximise income for the Groups' residents.
- Provide cover for Debit Collection Agents.
- Undertake additional duties appropriate to the role and/or grade.

## STRENGTHS

- Strong customer service skills
- A strong communicator with a high level of attention to detail
- Clear and articulate communication skills, both written & verbal
- Focused/target driven, thrives in a highly performance driven environment
- Well-developed questioning, listening, influencing & negotiating skills
- Able to exceed targets and deadlines whilst working under daily pressure

## ESSENTIAL REQUIREMENTS

- ✓ Demonstrable experience of delivering customer service excellence
- ✓ GCSE Maths and English (or equivalent)
- ✓ Good administrative knowledge with a strong ability to acquire knowledge and grasp new concepts quickly

## BENEFICIAL TO THE ROLE

- ✓ Good understanding of the benefits system, including Housing Benefit, Universal Credit etc
- ✓ Understand how to achieve Value for Money (VfM) outcomes
- ✓ Working knowledge of the arrears recovery process from beginning to end across a range of tenures, with experience of working in a demanding customer service environment.
- ✓ Experience in dealing with difficult customers (who may be demanding/vulnerable)