Overview

To be responsible to the Income Manager for the day to day pursuance of outstanding rent payments and the escalation of proceedings where appropriate.

To have a world class approach to managing debt.

Key areas of responsibility will be:

* Collection of outstanding rent payments
* Commencement of legal proceedings & presentation of cases at court
* Establishment of agreed and viable payment arrangements
* Visits to customer properties, including attendance at evictions
* Work with multiple partners (internally & externally) to support Livv Housing’s tenants to access all benefits and income streams.

Job Description

* Be an expert on the recovery of debt in order to maximise Livv Housing’s income stream.
* Manage a caseload of customers experiencing financial difficulty and to provide support, guidance and solutions to enable these customers to maintain their tenancies.
* Liaise with all relevant internal and external stakeholders to ensure that benefit and rent payments are received in a timely manner and are maximised.
* Work closely with all colleagues to ensure that all customer issues are managed in a timely manner and to deliver a world class customer experience wherever the customer interacts with Livv Housing.
* Work closely with customers to identify individual strategies to prevent arrears, make referrals to appropriate outside agencies and tailor the product offering to meet the customers’ needs.
* Provide individual support and guidance to customers to help them apply for all relevant benefits.
* Interpret and use the neighbourhood management systems in order to target areas/accounts to maximise income for the Livv Housing Group.
* Take ownership and responsibility of own performance.
* Ensure that our Customers are at the heart of everything we do.
* To read, understand and demonstrate a commitment to the Group’s Employee Charter.
* To understand and mitigate the Group’s existing and future risks.
* Expected to ensure compliance with all legal obligations concerning the protection of data concerning employees, customers and third parties.
* To take responsibility for your own health and safety and that of your colleagues in accordance with the Health and Safety at Work Act (1974), whilst following the Group’s Health and Safety policies and procedures at all times.
* To work in a variety of locations including premises not directly under the control of the Group
* Some flexibility over working hours is necessary to meet the requirements of the job.

Key Measures of Success

* Income collection targets achieved
* Arrears reduction targets achieved
* Tenancy sustainability increased
* Former tenant arrears reduced

This job description is a representative document. All duties outlined in this document apply to the Group. Other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and it’s grading.