

**Job Description**

**Former Tenant Arrears & Sundry Debt Officer**

**Who are we?**

Community Gateway Association (CGA) is a not-for-profit community-based housing association set up to meet the housing needs of people in Preston and the surrounding area. We were the first housing association to be based on the Gateway Model, meaning we put tenants at the heart of all we do and involve them in decisions which affect them, their homes, and communities. We are tenant-led, community-focused and pride ourselves on delivering high quality services.

**Our Values**

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| **A logo of handshake in a circle  Description automatically generated** | **WE PUT TENANTS AT THE HEART OF ALL WE DO**  We know, value and respect our tenants, and work with them to make a difference. |
| A pink circle with a thumb up  Description automatically generated | **WE DO THE RIGHT THING**  We act with honesty and integrity, we ask questions and think differently, and do the things that matter. |
| **A blue circle with a notepad with check marks  Description automatically generated** | **WE OWN IT**  We take responsibility for our own actions and we deliver on our promises. |
| A yellow circle with a white line on it  Description automatically generated | **WE AIM HIGH**  We are creative and resourceful, constantly seeking improvements to achieve the highest possible standard. |
| A group of people in a circle  Description automatically generated | **WE ARE ONE TEAM**  We value and support each other, build positive relationships, and work together to achieve more. |

**Your role**

As Former Tenant Arrears and Sundry Debt Officer, you will recover monies owed to the Association in relation to former tenants and other sundry debts. You will ensure income is maximised by adopting a recovery focused approach alongside a commitment to providing our customers with support and an excellent customer service.

**Your Team**

Your role is part of the Income Management Team, whose primary focus is maximising income CGA and our customers.

**Your Manager**

You will report to the Income Team Leader

**Your Key Responsibilities**

* To provide a consistently high standard of customer service to all internal and external customers, ensuring high levels of customer satisfaction are achieved.
* Recover all former tenant and other sundry debts owed to the Association in accordance with policies and procedures.
* Manage a portfolio of former tenant rent and sundry accounts, ensuring a proactive approach is adopted to collect monies owed to CGA.
* Ensure timely and appropriate action is taken at all stages within income recovery procedures.
* Communication with customers face to face, by phone and in writing to set clear expectations and actions to maximise income.
* Interview customers in the office and in their homes to offer support and arrange for the repayment of debts owed to the Association.
* Complete thorough income and expenditure assessments to achieve affordable and achievable repayment plans.
* Provide advice and assistance to customers on paying bills and budgeting and signposting to other agencies.
* Liaise effectively with other internal teams in pursuance and avoidance of debt.
* Prepare legal documentation in relation to County Court Judgements.
* Effectively manage own caseload and undertake all administrative or support functions to support the objectives of the role.
* Achieve or exceed performance targets to minimise arrears and maximise income for the Association.
* Contribute positively to the work of the Income Management Team and its performance management culture.
* Operate flexible working hours to involve occasional evening and weekend work to ensure all customers have access to the service.

The post holder will be required to undertake other duties from time to time which are broadly consistent with the level and responsibilities of the role.

**Corporate Responsibilities**

* To champion the value of tenant empowerment ensuring customers have the opportunities to be actively involved in key decisions affecting them.
* To follow all CGA’s Health and Safety policies and procedures, promoting and ensuring a healthy, safe, and secure working environment for all.
* To maintain a climate where diversity is valued and championed, having special regard for the varying needs of different sections of the community.
* To speak out when you see something that is wrong or that we can improve on.
* To maintain confidentiality and adhere to General Data Protection Regulations (GDPR).
* To remain vigilant about cybersecurity and report any concerns.
* To use all resources appropriately and efficiently.
* To attend and positively engage with all mandatory training.
* To always represent Community Gateway in a positive light and uphold our values and behaviours in all activities.

**How your performance will be measured**

* Achievement of objectives and targets set during the Annual Check-in process (Performance Appraisal).
* Achievement of CGA’s Key Performance Indicators in relation to rent arrears, collections, and tenancy sustainment.
* Delivery of Team Plan objectives



**Person Specification**

**Former Tenant Arrears and Sundry Debt Officer**

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|  | **Essential** | **Desirable** |
| **Your Experience and Track Record** |  |  |
| Experience of working within the social housing sector |  | ✓ |
| Experience of working with diverse groups including those who are vulnerable and financially excluded. |  | ✓ |
| Experience of recovering debt |  | ✓ |
| Proven track record of meeting demanding objectives and targets and exceeding expectations | ✓ |  |
| In depth knowledge of Housing Benefit, Universal Credit legislation |  | ✓ |
| Experience of working in a customer focused, performance driven environment | ✓ |  |

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| **Your Skills, Abilities and Knowledge** |  |  |
| Effective telephone manner | ✓ |  |
| Confident and effective decision maker | ✓ |  |
| Ability to manage difficult conversations | ✓ |  |
| Ability to communicate and challenge effectively | ✓ |  |
| Ability to effectively manage and prioritise own workload | ✓ |  |
| Ability to be flexible and proactive. | ✓ |  |
| Innovative approach to problem solving | ✓ |  |
| Self-motivated and performance driven | ✓ |  |
| Excellent interpersonal and team working skills | ✓ |  |
| High personal integrity and a strong focus on personal accountability | ✓ |  |

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| **Your Qualifications and Training** |  |  |
| GCE/GCSE English (Grade C or above) | ✓ |  |
| GCE/GCSE Mathematics (Grade C or above) | ✓ |  |
| Evidence of Continuous Professional Development (CPD) | ✓ |  |
| A full driving licence and access to a car with business insurance | ✓ |  |

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| **Your Approach to Customer Service** |  |  |
| Demonstrate a positive attitude and an excellent customer focus | ✓ |  |
| Demonstrate excellent interpersonal and customer service skills | ✓ |  |
| Demonstrate understanding and empathy with the needs of diverse groups and individuals | ✓ |  |
| Exceptional listening skills and professional curiosity to really understand what service is required | ✓ |  |

**Values and Behaviours**

Our values guide how we do things here at CGA. We expect all colleagues to demonstrate their commitment to our values and uphold our behaviours in how they carry out their day-to-day work.

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| **DBS check required for the role** (please tick) | | | | |
| None | DBS Basic | DBS Enhanced | DBS Enhanced with Adult Barred | DBS Enhanced with Child Barred |
|  | ✓ |  |  |  |

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| **Employee Signature** |  | **Date** |  |

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