



Role Profile Specialist Customer Accounts Advisor

Scale:	£33,500 per annum
Reporting To:	Customer Accounts Manager
Responsible For:	N/A
Role Purpose:	<p>Ensure THCH maximises its income through the effective collection of rent, service charges and other income across all residential, leasehold, commercial tenures and sundry debtors.</p> <p>To lead on complex casework and legal action</p> <p>To work with other colleagues to achieve a preventative approach to arrears development with the aim of sustaining tenancies.</p> <p>Support continuous improvement and best practice within the service</p>

Key Accountabilities	Key Deliverables
Arrears Prevention, Income Collection & Debt Recovery	<ul style="list-style-type: none"> • To maximise income collection by leading the management of serious and complex cases across <ul style="list-style-type: none"> - Rents and Service Charges - Leasehold - Commercial rents - Sales Ledger & Sundry Debts • To support Customer Accounts Advisors to maximise income collection for complex cases including: <ul style="list-style-type: none"> - Non Residential Income - Former Tenant balances - Sales Ledger - Sundry Debts • To pro-actively monitor accounts and take appropriate recovery action. • Review and monitor former tenant balances including investigating cases and making recommendations for write-off • Undertake all aspects of income recovery, court case work

	<p>presentation and debt recovery case work, including eviction where alternative solutions cannot be found, in accordance with procedures.</p> <ul style="list-style-type: none"> • To liaise and maintain good working relationships with all relevant external agencies to ensure residents experiencing difficulties are referred appropriately for support • Providing basic financial capability and benefits advice referring cases on to the relevant agencies or the Tenancy Support Officers. • To visit customers in their homes to discuss their accounts and provide advice and support • To meet with leaseholders and commercial tenants where necessary to resolve complex cases • Ensure ICT is used efficiently to improve collection of debts, maintaining accurate information. • Contribute to testing and further development of IT systems to achieve efficient income collection
Customer service and feedback	<ul style="list-style-type: none"> • Effectively manage the customer relationship in the event of issue escalation this includes but is not restricted to: • Respond to customer queries • Attend meetings with customers as required. • Ensure information is produced and distributed as necessary. • Investigate and respond to formal complaints • Getting things right first time
Performance	<ul style="list-style-type: none"> • Use customer insight and performance data to improve the quality and effectiveness of the service. • Monitor performance against targets • Participate in projects related to continuous improvement • Provide feedback on the effectiveness of operational procedures
Risk management and compliance	<ul style="list-style-type: none"> • Assess and manage risk in areas associated with the post, identify actions to mitigate the risk and regularly monitor. • Take responsibility for the application of health and safety within daily work practices sharing a common responsibility for health and safety across THCH
Corporate	<ul style="list-style-type: none"> • To have a flexible approach to working hours when required to meet the needs of customers • No role profile can be entirely comprehensive, and the jobholder will be expected to carry out such other duties as may be required from time to time and are broadly consistent with the role and status of the post within the organisation

Role related knowledge, skills and experience on recruitment

- Proven experience of the arrears recovery process from beginning to end across a range of residential tenures, with experience of working in a demanding customer service environment.
- Experience in commercial property debt recovery - desirable.
- Well developed questioning, listening, influencing and negotiation skills.
- Experience of dealing with difficult customers, some of whom may be demanding, vulnerable or under stress.
- Demonstrable experience of delivering customer service excellence.
- Must be able to understand the difficulties of residents in meeting payments and the different perspective they have according to tenure. This must be balanced against the need to ensure payments are prioritised.
- Good working knowledge of home ownership, housing management and welfare benefits legislation and practice.
- Well developed IT skills including experience of Microsoft Office and the ability to proficiently use computerised databases.
- Able to meet targets and deadlines whilst working under pressure.
- Good organisational, planning and prioritisation skills.
- An ability and eagerness to learn and grasp new concepts quickly.
- Commitment to THCH core values.
- Educated to A level standard or equivalent with a minimum GCSE C in Maths and English.

Core Values

O	Open	<ul style="list-style-type: none"> • being transparent, sharing information in a clear and honest way
P	Partnership	<ul style="list-style-type: none"> • recognising the importance and added value that comes from working together
I	Integrity	<ul style="list-style-type: none"> • being fair, honest and respectful to others
I	Inclusive	<ul style="list-style-type: none"> • recognising, valuing and celebrating the differences between people
E	Empathy	<ul style="list-style-type: none"> • identifying with a customer's feelings and having respect for alternate points of view

Core Competencies	You are considered effective when you:
<p>Delivering excellent services</p> <p>- You focus on getting it right first time, actively looking for better ways to deliver a quality service</p>	<ul style="list-style-type: none"> • Engage customers to determine the options and solutions that best meet their needs • Work to understand the diverse needs and expectations of customers • Ensure quality standards are set and monitor progress to ensure high quality services are delivered • Monitor and evaluate satisfaction levels and service performance and seek to improve services • Anticipate potential problems and initiate ways to overcome them

	<ul style="list-style-type: none"> • Proactively look at the services delivered and suggest ways in which it can be improved • Welcome and actively use new technology to deliver the service • Take ownership of issues and problems
<p>Communicating effectively</p> <ul style="list-style-type: none"> - You adapt your style of communication with different people and in different situations to ensure mutual understanding 	<ul style="list-style-type: none"> • Communicate clearly and directly in a way that meets the needs of the recipient • Check understanding and re-present or information to correct any misunderstandings or mistakes • Ask the right questions in the right way to clarify meaning • Understand and work to reduce barriers to effective communication • Listen actively to others, understand and respond to key messages • Demonstrate openness in sharing information and keeping people informed
<p>Working effectively</p> <ul style="list-style-type: none"> - Plans and organises work to meet individual, team and departmental objectives whilst achieving quality and value for money 	<ul style="list-style-type: none"> • Manage own work to deliver on time and considers the impact on others when prioritising tasks • Ensure systems are in place to manage workload efficiently and effectively • Meet THCH agreed performance standards, thinking ahead and identifying any problems in doing so • Take ownership to complete assigned tasks/projects independently and with guidance when required • Understand and work to achieve the aims of the team/department and monitor progress regularly • Use initiative in suggesting ideas for improving service quality and value for money • Freely share knowledge and information with others across the organisation • Manage own development and performance and provides information and support to assist the development of others
<p>Working with others</p> <ul style="list-style-type: none"> - You understand your impact on, and how to work with, others. You share ideas and experience to achieve objectives 	<ul style="list-style-type: none"> • Proactive in building rapport with colleagues and external customers and stakeholders, respecting other people's values, views and opinions • Cooperate and work effectively as part of a team • Share and implement good work practice across team and departmental boundaries • Understand how your job contributes to the team,

	<p>service and organisation objectives and can describe this to others</p> <ul style="list-style-type: none">• Work to effectively resolve differences with colleagues• Support others by sharing information, knowledge and experience and promote organisational learning
--	--

Date issued:
May 2021