

Role Profile	
Role Title:	Income Recovery Officer
Reporting To:	Neighbourhood Manager
Role Purpose:	<p>To take responsibility for providing an effective and high quality customer focused income recovery service to a defined area.</p> <p>To maximise the organisation’s revenue through swift and consistent arrears management, debt recovery and financial inclusion advice.</p> <p>To establish, develop and maintain good working relationships with internal and external bodies to facilitate the provision of a quality service by the team and organisation.</p>
Key Organisational Accountabilities	
Customer Focus	<ul style="list-style-type: none"> To contribute to the work of the neighbourhood teams to deliver excellent quality, flexible, customer focussed services to enable us to achieve, or exceed, our customer satisfaction targets. To work well with colleagues across the business so that we provide joined up services that meet our vision and values. To demonstrate a high level of commitment and excellence in delivering both external and internal customer services. To contribute to the work of the customer services team to deliver excellent quality, flexible, customer focussed services to enable us to achieve, or exceed, our customer satisfaction targets.
Our values	<ul style="list-style-type: none"> To set high standards and role model our values of customer focus, respect, clear, innovation and accountability.
Key Functional Responsibilities	
	<p>This post holds accountability for the day-to-day income recovery management of a neighbourhood patch. Working remotely in the community interacting with customers/agencies to resolve issues and provide a great customer experience.</p> <ul style="list-style-type: none"> To manage a quota of arrears cases by geographical area and initiate appropriate action where necessary using arrears analytics software, applying a consistent approach to arrears management in line with our policies and procedures To ensure relevant I.T. systems are updated with any action taken Ensure profiling information is kept up to date Provide advice and information to residents on benefits, debt management and arrears, referring residents to the Financial Inclusion Co-ordinator or external agencies where appropriate With the authorisation of the Neighbourhood Manager take enforcement action through the County Court, preparing court applications, attending hearings and evictions where necessary,

	<p>ensuring the pre-action protocol is complied with before issuing proceedings</p> <ul style="list-style-type: none"> • Liaising with other internal departments and external agencies including local authorities' housing benefit departments and the DWP to resolve payment queries, maximise income and minimise arrears • Assist with the administration of rent increases and service charges • Assist with the setting and review of service charges and the administration of the reconciliation of accounts to all Leaseholders. • In conjunction with the Financial Inclusion Co-ordinator, develop and maintain professional relationships and partnerships with other agencies to promote financial inclusion and to ensure residents receive advice on debt, budgeting and benefits • To deal with tenancy management and maintenance queries wherever possible. • To carry out other projects appropriate to this post, as necessary or as requested <p>Communication</p> <ul style="list-style-type: none"> • Tailor communication methods and style to accommodate the needs of all customers. • Be responsible for updating company records and ensure an audit trail of communication with customers, agencies and contractors is documented on the appropriate systems. Actions agreed and all information should be readily available to view by all staff. <p>Partnership working</p> <ul style="list-style-type: none"> • Work with other agencies (including Social Services, Community Mental Health Team, Police, etc.) to seek solutions to problems and provide updates on our cases at meetings where required • Play an active part in the neighbourhood team in community projects and tackling problem areas <p>Policies</p> <ul style="list-style-type: none"> • To be familiar with and comply with all relevant procedures for the post contained in the Housing Services Procedures Manual • Play a key part in improving existing policies to enhance the customer experience by identifying and creating efficiencies. <p>Customer service</p> <ul style="list-style-type: none"> • Provide a high level of customer service to both internal and external customers • Ensure all service standards are adhered to in relation to turnaround time for call backs, emails and relevant deadlines are met to meet the customer service standards. <p>Finance and Budgetary control</p> <ul style="list-style-type: none"> • To ensure that any payments are authorised in line with Worthing Homes' standing orders.
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	<p>Responsibilities</p> <ul style="list-style-type: none"> • Ensure all policies and procedures are adhered to at all times and that all legal requirements and good practices are observed.
All employees share our corporate responsibilities	
Health and Safety, Equal Opportunities and Risk	<ul style="list-style-type: none"> • To ensure that Worthing Homes provides a safe place to work and live for our customers and staff and that we demonstrate a high standard in Health and Safety policy and practice across the organisation. • To demonstrate our commitment to equality of opportunity as a provider of homes and as an employer. • To ensure that we deliver all of our services while ensuring the effective management of risk.
Person requirements to fulfil the role	
Qualifications	<ul style="list-style-type: none"> • Educated to A Level standard or equivalent.
Behaviours	<ul style="list-style-type: none"> • The post holder must be able to demonstrate a commitment to and the ability to role model our values.
Knowledge and Skills	<ul style="list-style-type: none"> • Excellent customer service and interpersonal skills and an ability to build effective relationships with customers, colleagues and stakeholders • Ability to communicate clearly orally and in writing • Ability to prioritise own work and manage diary to meet deadlines • Ability to work as a key member of a team and with other business areas • Strong customer focus • Ability to problem solve and manage cases to resolution • Ability to use Microsoft Office • Ability to create partnerships with stakeholders who are key to the delivery of business objectives • An understanding of housing legislation and practise is desirable • Must be a car driver with access to own vehicle
Experience	<ul style="list-style-type: none"> • Experience of income recovery management is desirable • Evidence of and commitment to and delivery of high quality customer services and commitment to continuous improvement. • Experience of preparing letters, reports and other documentation to customers and external agencies • Working with people who have complex needs to provide guidance, support and signpost for appropriate help
Leadership	<ul style="list-style-type: none"> • The post holder will have the ability to be an effective role model for Worthing Homes by displaying the values and being an ambassador in the community.

Note: All Worthing Homes employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility.