

## Job Description

<b>Job Title:</b>	Income Collection Advisor
<b>Reporting to:</b>	Income Manager
<b>Accountable for:</b>	N/A
<b>Purpose:</b>	To assist in the provision of an efficient and effective debt recovery service for all the income streams in order to maximise income to the Company

### Duties and Responsibilities

- Assist in the proactive management of current rent arrears and other debts owed to the Company in a specified work or geographical area.
- Regularly review actions in respect of any debts owed to the Company in accordance with the Company's policies and procedures up to Notice stage for current rent arrears and application for County Court Judgement for other debts.
- Adopt a clear and assertive approach to the management of debts owed to the Company by contacting customers (including outside normal working hours) by telephone, text, email or letter to prevent debts escalating.
- Take a firm but fair approach to interviewing and corresponding with customers who owe money to the Company and agree appropriate repayments.
- Provide accurate information, advice and solutions regarding welfare reforms to affected customers
- Regularly review personal targets, objectives and priorities as agreed or contained in performance or other plans.
- Ensure that the Company's financial procedures and regulations are adhered to at all times.
- Accept and process debit/credit card payments and set up direct debits as required.
- Liaise with any external debt collection/tracing agencies engaged by the Company as required
- Adopt a proactive approach in the liaison with other officers of the Company, County Court and other appropriate statutory and voluntary agencies in connection with the recovery of debts.

- Match services to customers' needs by providing advice on welfare benefit, money management, availability of work incentives and assist customers to obtain independent debt advice.
- Refer customers for advanced life chances services including Employment and skills, Money Advice and Tenancy Sustainment services
- Promote Financial Inclusion options to customers including banking, affordable loans, savings and energy efficiency advice
- Assist in the delivery of pre tenancy training, including in schools as required
- Prepare and present reports, statistics and other appropriate information as requested by the Debt Recovery Team Leader or Income Services Manager.
- Share knowledge by providing guidance and training to other Company staff in respect of debt recovery processes and procedures as required.
- Be fully conversant with all relevant legislation, regulations and case law
- Assist with review of procedures and associated database sequencing conditions and recommend changes where necessary.
- Be a member of any Company project team and contribute as appropriate to their work.
- Provide advice and support to the Customer Services Team as required.
- Develop knowledge to be able to cover assistants in other Housing Services areas as required and when requested by management
- Represent the Company at any events (including outside normal working hours) as required.

#### **General Obligations – All employees**

- To take responsibility for own personal development and update knowledge and skills, with support from Aspire, to perform the role at an effective level. To undertake such training as is deemed necessary to improve personal performance and knowledge.
- To implement positively and ensure compliance with, the Group's policies, procedures, codes of practice and initiatives relating to Equality and Diversity, Customer Service, Risk Management, Health and Safety, Data protection and Information Technology, Financial Regulations, Standing Orders and the Code of Conduct and Probity Policy.
- To take responsibility for own wellbeing and safeguarding in the duties to be carried out for this post.

- To provide the highest quality services incorporating best standards and practice, promoting the Group to its tenants, clients and customers.
- Taking ownership and responsibility to respond to complaints positively and professionally (*as appropriate to role*).
- To ensure that maximum use is made of information technology systems and associated equipment in the provision of efficient and effective services.
- To perform any other duties not specifically identified in the job description but which are in line with the general responsibilities of the post.

This Job Description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only, and may be changed at management's absolute discretion in the future.

As a general term of employment, the Group may effect any necessary change in job content, or may require the post holder to undertake other duties, at any location within the Group.