

Recovery Officer

Within the **Customer Finance Service**



SALARY

From £27,344

RESPONSIBLE FOR

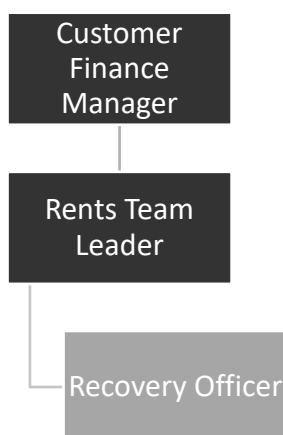
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RESPONSIBLE TO

Rents Team Leader

CORE PURPOSE

Maximise revenue; support customers to improve their quality of life and sustain tenancies.



Our Recovery Officers support the organisation to maximise rental and service charge income.

You will be responsible and accountable ensuring that rent and service charges are collected for a designated patch of properties and that any arrears are recovered quickly and efficiently.

You will always aim to be the best, beat performance targets, maintain the best possible standards and contribute to the organisation remaining a sector leader in this area.

You will take appropriate action to minimise arrears, working within legislation, policies and procedures.

You will be proactive and provide early interventions to minimise crisis situations, supporting tenants to maximise their own income and be financially responsible.



PENSION

Access to the generous benefits the GMPF scheme offers, including life cover



GENEROUS ANNUAL LEAVE ENTITLEMENT

26 days leave plus the opportunity to earn additional days leave



HEALTH CASH PLAN

Claim back a proportion of your everyday healthcare and medical expenses



EMPLOYEE ASSISTANCE PROGRAMME

Access to a confidential support service which provides counselling



FLEXIBLE WORKING

Flexible working arrangements ensure you can achieve a healthy work life balance



PERSONAL GROWTH

Access learning and development opportunities to maximise your strengths and utilise your talents

RESPONSIBILITIES *the Recovery Officer will...*

- ✓ Be responsible and accountable for a designated patch of properties; ensuring that any arrears are recovered quickly and efficiently;
- ✓ Take appropriate action within legislation, policies and procedures to minimise arrears;
- ✓ Maximise tenant incomes and support customers to be financially responsible, especially those who are vulnerable or difficult to engage with;
- ✓ Work with the Current Rent Arrears Manager to develop and implement improvement plans;
- ✓ Be proactive and provide early intervention to minimise crisis situations;
- ✓ Identify the right support to manage and sustain tenancies effectively
- ✓ Build effective working relationships with other teams to ensure that support provided to tenants is maximised and coherent; and
- ✓ Keep up to date with current legislation, investing in internal and external training.

STRENGTHS *the Recovery Officer will deliver key responsibilities by...*

- ✓ Taking ownership for your performance against challenging targets;
- ✓ Using your initiative and identify new and innovative solutions to reducing arrears and improving customer/tenant contact;
- ✓ Being able to identify complex cases and understand where to signpost/refer for support;
- ✓ Being able to communicate effectively with a wide range of customers, verbally and written, ensuring excellent customer service is a priority;
- ✓ Being an excellent team player and be comfortable working towards team targets as well as individual targets;
- ✓ Demonstrating an ability to learn new information and apply this to real life scenarios with ease. You will be able to demonstrate your ability to learn quickly and resolve difficulties creatively;
- ✓ Being able to prioritise tasks effectively and manage a diverse workload while being confident in offering practical solutions with a minimal need to escalate; and
- ✓ Consistently demonstrating a strong work ethic and positive attitude daily and contribute to making SHG a great place to work.

REQUIREMENTS *the Recovery Officer must have...*

- ✓ The ability to demonstrate strong literacy and numeracy skills and an ability to retain new knowledge quickly;
- ✓ Experience of delivering excellent customer service;
- ✓ Experience of working in a performance and customer service driven role. For example, income collection, housing or leasehold management.
- ✓ The ability to communicate effectively and recognise the needs of individual customers at all times;
- ✓ Confidence using a wide range of computer software;
- ✓ The ability to work flexibly to suit the needs of customers and your team. This will include interviewing customers in the office, at their home, or over the telephone. Carrying out lone visits to customers is an essential part of the role;
- ✓ The ability to work independently and efficiently from home and within an office setting; and
- ✓ A full UK driving license and vehicle available for work purposes.

VALUES *the Recovery Officer will role model core values through....*

Ambition

We have the ambition & courage to challenge; translating this into commercial success & brilliant outcomes for customers

Social

Responsibility

We always try to do the right thing; using our role as a service provider, employer & buyer to generate trust, build our communities & empower our people

Passion

We have a passion for what we do; with positive, motivated & enthusiastic staff who enjoy their work

Innovation

We are innovative in everything we do; with the agility, creativity & edge to keep defying expectations & delivering fresh & exciting things

Respect

We treat each other with respect; supporting & inspiring one another & collaborating across teams & partnerships

Excellence

We continually improve how we work; challenging the status quo, learning from what goes well & always being professional



The Prince's Responsible Business Network
Race at Work Charter signatory



INVESTORS IN PEOPLE

Platinum
Until 2022



Health & Wellbeing Award

