L&Q Group

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| Role title | Homeowner Income Officer | | | |  |  |  | Date | | Aug 2020 | |
| Reports to Title | Homeowner Team Manager | | | |  |  |  | Version | | 0.1 | |
|  |  | | | |  |  |  |  | | | |
| DBS Disclosure Required: | Yes |  | No | X | Standard |  | Enhanced |  | Enhanced + | |  |

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| **Purpose:** | | | | | | |
| Delivering the comprehensive management of a debt recovery service with a full end to end resolution approach. Doing so through adopting a logical, problem solving and proactive approach, demonstrating self-reliance, resilience, confidence and initiative to maximise Homeowner Income streams and reduce debt to achieve set KPI’s. | | | | | | |
| **Key Responsibilities / Deliverables:** | | | | | | |
| **Main Accountabilities:** | | | | | **Time(%)** | |
| Leadership, Management and customer service  • Deliver a customer focussed Income Service which embraces L&Q values and culture   * Contribute to the achievement of your objectives whilst operating in line with L&Q’s values and delivering excellent customer service | | | | | 20% | |
| Strategy and achieving objectives   * Managing your own portfolio of accounts, ensuring within your customers there is a reduction of arrears, cash collection performance is maximised and bad debt minimised, using all available communication methods. * To confidently deliver and make reasoned decisions in relation to effective portfolio management, balancing the need for a high pace of delivery with appropriate level of quality * Independently working to provide the effective account resolution of high level arrears and tenancy issue related cases in a timely manner and to a clearly defined standard * Contribute with energy and enthusiasm to Income strategy, Run the Business Plan, Policy & Procedures, 121’s and Team Meetings. * Being able confidently make reasoned decisions in relation to effective portfolio management, balancing the need for a high pace of delivery with appropriate level of quality * Undertaking a range of administrative duties and business processes as required to fulfil the duties of the role | | | | | 40% | |
| Working with others – internal   * Represent Income Management to other internal stakeholders creating effective professional relationships * Building strong internal relationship enabling you to deliver on account issues and customer promise | | | | | 10% | |
| Working with others – external   * Liaise with a range of internal and external agencies to resolve debt management issues * Investigation and support of housing benefit or universal credit claims * Work collaboratively with key stakeholders and partners (internal and external) being the first point of contact for the Trust for residents and other external parties * Represent the public face of L&Q Income Management to residents, third-party agencies and Court, DWP and Local Authorities | | | | | 10% | |
| Budgetary responsibility  • None | | | | | 0% | |
| Compliance   * To take legal action to recover debt as appropriate in line with policy and expected timings including the management of legal cases and representing L&Q at Court as and when required (which may be at short notice) * Attempt all options to recover arrears before evicting resident | | | | | 10% | |
| Records and Systems   * Maintain accurate records of all transactions and communication contacts with each resident on Tallyman * Maintain accurate records and the effective management of D365 * Ensure the accuracy, validity and completeness of any account involved in legal action | | | | | 10% | |
| Operational Risk   * Escalate any potential threat to the operations of the department * Assist in the development of Income Collection policies, procedures and working practices to minimise operation risks and to maximise income collection. | | | | 2% |
| **Financial Responsibility:** *Enter below any revenue, operating or capital budgets for which the role is accountable (individually or as part of a team). Can include the market value of the work being directly undertaken by the role.* | | | | |
|  | | | | |
| **People Responsibility:** *The number (average or range) of employees that the role has supervisory / management responsibility for.* | | | | |
|  | | Direct Reports | Indirect Reports | |
| Total Employees | | 0 | 0 | |
| *Please list below any outsourced service providers that are managed by the role (e.g. payroll), or any functional / project management responsibilities that means having work management responsibility over people (internal/external).* | | | | |
| • None | | | | |
| **Technical Knowledge/Skills:** *Those required to successfully perform the job role (max 12); including a requirement for academic, vocational or professional qualifications* | | | | |
| • Excellent work ethic with the ability to respond positively to challenges – essential | • Well-developed questioning, listening, influencing and negotiating skills - essential | | | |
| • Able to work on own initiative and to meet agreed targets by prioritising and utilising your excellent time management skills - essential | • Exceptional communication and customer service  skills - essential | | | |
| • Flexible and adaptable in an ever-changing environment - essential | • Self-motivated with excellent organisational skills, able to prioritise tasks based on importance and urgency - essential | | | |
| • Experience of working in a fast paced and challenging environment with a performance driven work ethic - essential | • IT literate and able to quickly acquire knowledge of web-based applications - essential | | | |
| • Experience of using an outbound dialling system - desirable | • Able to work between the hours of 08.00 – 18.00 Monday to Friday and 09.00 – 13.00 on Saturdays (when required) | | | |
| **L&Q Values:**  *Our guiding principles that describe how we deliver our mission and vision through our behaviours and actions.* | | | | |
| **People** :We care about the happiness and wellbeing of our customers and employees | | | | |
| **Passion:** We approach everything with energy, drive, determination and enthusiasm | | | | |
| **Inclusion:** We draw strength from our differences and work collaboratively | | | | |
| **Responsibility**: We own problems and deliver effective, lasting solutions | | | | |
| **Impact:**  We measure what we do by the difference we make | | | | |
| **Standard responsibilities expected of each employee:** | | | | |
| * Commit to supporting London & Quadrant’s environmental policy and social mission * Comply with all London & Quadrant’s Health and Safety policies and procedures and commit to working towards best practice in the control of health and safety risks * To promote London & Quadrant’s core values and ethos, modelling the associated desired behaviours * To foster constructive and collaborative working relationships with colleagues inside and out of the department. * To participate in any continuous improvement of service delivery * To respect the need for confidentiality when processing personal/customer in line with the General Data Protection Regulations * Other such duties as may be required from time to time. | | | | |