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| DBS Disclosure Required: | Yes |  | No | X | Standard |  | Enhanced |  | Enhanced + |  |

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| **Purpose:** *Why does this role exist – to what end result or outcome (business or customer) does it support?* | |
| 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. | |
| **Key Responsibilities / Deliverables:** *What major activity or function does this role undertake (7±2)* | |
| **Main Accountabilities:** | **Time(%)** |
| Leadership, Management and customer service   * Deliver a customer focussed Income Service which embraces L&Q values and culture | 5% |
| 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 * Taking enforcement action including processing court applications & able to represent L&Q at Court as and when required (which may be at very short notice). * Embrace and uphold the culture, values and behaviours that make up the L&Q way. * Contribute with energy and enthusiasm to Income strategy, Department Plan, Policy & Procedures, 121’s and Team Meetings. * Contribute to the achievement of your objectives whilst operating in line with L&Q’s values and delivering excellent customer service * 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 | 35% |
| 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 | 5% |
| 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 * Attempt all options to recover arrears before evicting resident | 23% |
| 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 | 20% |
| 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% |

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| **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.* | | | | | |
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| **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 business 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 |  | | |
| **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. | | | | |