

## Job description and person specification

Job Title:	Service Charge Recovery Officer
Level:	Team member
Spot salary:	£34,800
Team:	Income/Specialist Housing Services
Reporting line:	Income Manager
Financial scope:	No
DBS check required:	No

---

### What is the purpose of my job?

As a Service Charge Recovery Officer, I will work with my colleagues to provide a seamless, high quality, income recovery service by delivering excellent customer service to Phoenix's residents, meeting performance targets and striving to improve Home Ownership & Income Services, while maximising income.

### In my job I will:

Be responsible for managing all enquiries from debtors that are allocated to me. Respond to telephone, face to face and written enquiries, giving advice and assistance as necessary (which includes attending home visits), ensuring a minimum of delay in providing a full response to enquiries and keeping to Phoenix's service standards.

Maximise income by taking arrears recovery action in a timely manner, following the procedure throughout, and recommending repayment plans in line with leasehold policies to ensure that arrears are minimised.

Manage the caseload for County Court MCOL action. Preparing cases, attending court and giving evidence as required. Ensure that debt counselling is offered to leaseholders where suitable and that appropriate referrals to the Financial Inclusion service are offered at the earliest possible time.

Actively participate as either the Respondent or the Applicant in preparing cases for First-tier Tribunals, present cases to Tribunal Panels and attend mediation as needed to ensure that income is maximised and the best possible outcome for the organisation is achieved.

Promote shareholding membership and Gold membership, fill in applications with residents and pass to the Community Regeneration team for processing.

Promote and encourage involvement opportunities ensuring that leaseholders have the opportunity to influence services provided. Provide all suggestions for involvement opportunities to the Line Manager at monthly 1:1 meetings or team meetings.

Take measures to eliminate fraud in all my work by following policies and procedures and recording and reporting any concerns that I have.

Promote and participate in joint-working initiatives with a range of partners to ensure the effectiveness and responsiveness of the service delivered to tenants and leaseholders for which I am providing.

## Job description and person specification



Be responsible for the quality of the service I deliver and undertake a tailored training programme. Attend and participate as a representative of Phoenix Community Housing Association, at training and conferences, as required, to further develop knowledge in home ownership and leasehold management. Taking every opportunity to ensure that Phoenix is at the forefront of service delivery and innovation.

Build good internal relationships for essential working co-operation to ensure communications with residents and service areas are delivered seamlessly.

Record and maintain statistical/performance information (KPI's) as required by the Team Leader. Maintain reports/spreadsheets as necessary for the efficient operation of the home ownership service.

Play an active role in the team by adding value and contribute to the running of the organisation. Assist in service reviews and attend meetings that may be held outside of normal working hours.

Deal with complaints where possible and forward customer feedback to the Service Manager for use in improving the service.

Participate in regular 1:1 meetings and appraisals with my line manager to review my performance and to identify training/development needs.

Participate in team meetings and awaydays and encourage discussions and contributions from my colleagues. Understand my role, deliver excellent customer service and strive to meet and exceed team and individual performance targets.

Keep up to date with changes to law, policy and good practice and share information with my colleagues and team.

At all times behave professionally in accordance with the Phoenix Code of Conduct.

Be familiar with and act at all times in compliance with Phoenix's values, policies, procedures, standing orders and financial regulations.

Carry out other duties within the scope and spirit of the job, and in accordance with the level of the post, as required.

### **My health and safety obligations**

In my role I have a duty of care under the Health and Safety at Work Act. This means I will be familiar with the relevant legislation and will work in a safe way. As a team member I will take responsibility for my own safety as well as my team's safety and work in collaboration with the Health and Safety Officer to minimise any potential risks.

### **My safeguarding obligations**

As part of my wider duties and responsibilities I am required to promote and actively support Phoenix's responsibilities towards safeguarding. Safeguarding is about keeping people safe and protecting people from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns I might have. It isn't just about the very old or the very young, it is about everyone who may be vulnerable.

This job description is not exhaustive and will be reviewed from time to time in consultation with my manager.

### Person Specification

Section	Criteria
<b>Experience, Knowledge, Understanding</b>	<p>Track record in service charge arrears recovery role.</p> <p>Understanding of continuous improvement and value for money culture.</p> <p>Good organisational skills to fulfil the multi-tasking functions of the role.</p> <p>Demonstrable knowledge of county court processes for debt recovery.</p> <p>Ability to work as a member of a team.</p>
<b>Education and Qualifications</b>	<p>Good standard of secondary education.</p> <p>Residential Property Management training and/or housing qualification.</p> <p>Leasehold management training.</p>
<b>Skills</b>	<p>Ability to work under pressure and to dealines</p> <p>Strong interpersonal skills</p> <p>Good communication skills and ability to relate to external and internal contacts in a positive way in challenging circumstances.</p> <p>Able to maintain confidentiality within the parameters of the work involved.</p> <p>Excellent problem solving skills.</p> <p>Good conflict resolution and negotiation skills.</p> <p>Strong IT skills.</p>
<b>Equality and Diversity</b>	<p>Demonstrate commitment to equality of opportunity in employment and service provision.</p>
<b>Phoenix Strengths</b>	<p>Demonstrate commitment to the Phoenix Strengths:</p> <ol style="list-style-type: none"> <li>1. Community</li> <li>2. Customer</li> <li>3. Consideration</li> <li>4. Collaboration</li> </ol>

\*If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet requirements.

## Job description and person specification

I will demonstrate the Phoenix Strengths as a team member:

Strength	Definition
<b>Relating (Community)</b>	People strong in Relationships are driven by making a difference to the community. They successfully build and maintain relationships with a wide range of people, being socially adaptive, and draw on these partnerships to help achieve objectives.
<b>Teaming (Community)</b>	People strong in Teaming work as a collective to achieve results that serve the community. They are always focused on the collective organisation, putting shared interests ahead of their own, and pride themselves on taking ownership as a team.
<b>Serving (Customer)</b>	People strong in Serving focus on the customer and take personal responsibility for meeting their needs. They love to help others and are always motivated by giving customers and colleagues an amazing level of service.
<b>Doing (Customer)</b>	People strong in Doing serve the customer by making things happen. They take an idea and bring it to life in a way that is practical and cost effective. They are motivated by handling multiple priorities and make informed decisions quickly.
<b>Leading (Consideration)</b>	People strong in Leading demonstrate consideration for the greater good. They demonstrate leadership and always do the right thing to help others, regardless of their role. They are always aware of the impact they have on others around them.
<b>Flexible (Consideration)</b>	People strong in Flexible demonstrate consideration towards others by being adaptive and supportive whenever things change. They love to juggle different priorities and naturally adapt their plans to find the best solution.
<b>Sharing (Collaboration)</b>	People strong in Sharing demonstrate collaboration by proactively sharing knowledge across service areas and deliver customer focused solutions. They keep themselves up-to-date with important developments in their work and the housing industry.
<b>Celebrating (Collaboration)</b>	People strong in Celebrating increase collaboration through their positive focus. They always have an optimistic outlook, focus on solutions, and build on the strengths of people and projects.

Additional core strengths:

<b>Make it Better</b>	People strong in Make it Better always spot what isn't working and look for ways to make it better. They love taking responsibility to make things more efficient and always see things through to the end.
<b>Solution Finder</b>	People strong in Solution Finder enjoy solving problems no matter how complicated. They are very resilient and make sure that issues are fully resolved before moving on.