

## **Rykneld Homes Ltd.**

### **Job Description**

<b>Division:</b>	Neighbourhood Services	<b>Service:</b>	Rent Collection
<b>Post:</b>	Rent Administrator		
<b>Post Number:</b>	RH309		
<b>Responsible to:</b>	Rent Collection Manager		
<b>Subordinates:</b>	None		

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### **Rent Collection Administration Officer**

#### **Key Accountabilities**

To be responsible for providing a professional, telephone based income collection service for customers who are in arrears.

To ensure customer accounts are managed and progress through the enforcement process, all pre-court protocols are adhered to as required up to and including Notice, (excluding applications to and attendance at Court, evictions and home visits) and high levels of customer care and information accuracy are maintained.

To take customer payments, set up and amend direct debits, agree repayment plans where customers are in rent arrears and apply system updates to customer accounts where there have been tenancy or payment method changes.

Taking a lead on offering support and advice to customers, working alongside other teams to provide signposting information and making referrals to third party organisations where customers can access the necessary support to sustain their tenancy.

#### **Main Duties and Responsibilities**

Administrate the process of rent collection in line with Rykneld Homes' Policies and Procedures ensuring all enforcement is proportionate, reasonable, accurate and timely.

Conduct desk top assessments to understand arrears risk, support needs, impacting vulnerabilities and make contact with customers to promote arrears prevention and early intervention for both existing and new tenancies.

Adhere to all pre-court protocols including regular customer contact, offering and signposting to support and advice, the completion of Equality Impact Assessments and making recommendations for Court applications.

Enter approved possession cases on to Possession Claim Online (PCOL).

Make appropriate referrals or signpost customers to third party organisations such as but not limited to discretionary housing funds for under occupancy, the Derbyshire Law Centre for free independent legal advice and the Citizens Advice Bureau.

Issue and assist in the completion of income and expenditure forms where this may provide help customers improve their financial management.

Work together with the wider neighbourhood team to ensure effective joint working on all proposed tenancy action.

Liaise with relevant external parties for example: North East Derbyshire District Council (NEDDC), internal audit, Department for Work and Pensions, debt collection contractor and the Derbyshire Law Centre.

Set up Direct Debits, amend where required and take all forms of accepted payments from customers. Send rent account statements upon customer request.

Set up payment agreements with customers who are in rent arrears and make contact to discuss further payments where agreements have failed.

Verify Universal Credit claims, applying for Alternative Payment Agreements and Third Party Payment where the necessary criteria is met.

Issuing arrears letters for former tenancies, sending cased to the debt collection contractor when needed, completing debt write off paperwork ready for approval and keeping records of repayment plans for former tenants.

Setting up garage and garage plot accounts on the system, terminating garage and garage plot tenancies, sending Notice to Quit where appropriate and sending arrears letters for garages and garage plots where customers have not kept up with their payments.

Manage accurate digital and paper-based record keeping and filing of all customer accounts under your responsibility. Keeping a clear, concise record of all customer interaction and financial circumstances.

Keeping system-based accounts up to date, amending tenancies where there has been a change of circumstance, recording all contact and ensuring the information is an accurate reflection of the tenancy and any action being taken against it.

Arrangement of internal meetings for case review hearings for served Notice of Possession Proceedings.

Complete all necessary administration for Debt Relief Orders, Bankruptcy and Former Tenant Arrears.

Respond to all customer enquiries, by letter, email, text, phone or other appropriate form of communication, in relation to your area of work and responsibility and where required the wider neighbourhood team.

To handle and protect confidential and sensitive data with integrity and comply with the data protection act at all times.

To undertake other duties and responsibilities as required from time to time commensurate with the grade of the post.

## Person Specification

Personal Skills/ Characteristics	Essential	Desirable
<ul style="list-style-type: none"> <li>• At least 2 years experience of working in a housing, debt, credit control or data management related service</li> <li>• Knowledge and experience of issues relating to the delivery of a rental income collection service</li> <li>• Proven ability to negotiate payments and collect debts with experience of dealing directly with members of the public on sensitive financial matters</li> <li>• Good understanding of rent systems with an ability to extract financial and performance data</li> <li>• Demonstrate clear understanding of customer care issues</li> </ul>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p><b><u>Qualifications and Training</u></b></p> <ul style="list-style-type: none"> <li>• Minimum of 2 or more A levels or equivalent or at least 2 years relevant experience</li> <li>• HNC or equivalent in related subject</li> <li>• Excellent literacy and numeracy skills</li> </ul>	<p>✓</p> <p>✓</p>	<p>✓</p>
<p><b><u>Special Skills and Knowledge</u></b></p> <ul style="list-style-type: none"> <li>• Strong administration and self-organisational skills</li> <li>• Excellent IT skills – especially in being able to interrogate systems to extract accurate and relevant information</li> <li>• Technical knowledge of data analysis, monitoring and performance reporting</li> </ul>	<p>✓</p> <p>✓</p>	<p>✓</p>

<b>Personal Skills/ Characteristics</b>	<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• Ability to control your own workload and operate independently</li> <li>• Ability to make decisions within established policy, procedure, guidelines and legislation</li> <li>• Ability to offer advice on policy and service improvement based on your knowledge and understanding of service data</li> <li>• Ability to interpret complicated and complex data and provide clear reports and information for others.</li> <li>• Organisational skills in terms of prioritising work, time management, effective use of resources and performance evaluation.</li> <li>• Able to work under pressure, and to tight deadlines in a target driven environment</li> <li>• Analytical skills, lateral and adaptive thinking in terms of problem solving and service improvement</li> <li>• Demonstrate skills in handling large amounts of data and excellent spreadsheet skills</li> <li>• Demonstrate effective communication skills and customer care, ability to act as a point of contact for both internal and external stakeholders</li> </ul>	✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓	
<p><b><u>Personal Qualities</u></b></p> <ul style="list-style-type: none"> <li>• An understanding of and commitment to equal opportunities issues both within the workplace and the community in general</li> </ul>	✓	

**Equalities Act 2010**

The ways in which a disabled person meets the criteria for a post must be assessed as they would be after any reasonable adjustments required had been made. If

appropriate, disabled candidates should indicate on the application form if they have needs which should be taken into account by the short listing manager.