

Changing lives with great homes and services



Income Recovery Officer

Reporting to the Tenancy Management Supervisor

Andium Homes is Jersey's largest residential landlord and provides homes for more than 10,000 islanders in its 4,500 homes.

The Income Recovery Team play a key role within the organization ensuring the company objective of Maintaining financial strength & stability is met by providing proactive support, advice and clear direction on income recovery.

We are looking for an enthusiastic and capable individual who will be comfortable working in a dynamic and changing environment.

Principal Accountabilities

- ✦ Pursue the recovery of rental arrears through planning and determining payment plans for and with tenant involvement. Providing very specific and detailed guidance on the requirement to meet the bespoke payment plan.
- ✦ Identify innovative, preventative and pro-active approaches for prevention of rent arrears.
- ✦ Advise tenants on acceptable payment standards by giving timely and correct advice to them often in stressful situations in order to achieve the company's key performance targets for recovery of arrears.
- ✦ Maintain meticulous records in the form of a detailed chronology of actions, discussions, visits and other evidence in the form of correspondence and statements for each case.
- ✦ Ensure that appropriate advice is given to clients to adhere to their Tenancy Agreement and payment terms to prevent further or continuing rent arrears and to clear current tenancy debt. This would be through personal contact by telephone, office interview or where necessary making appropriate determination of when a home visit is required to effectively secure commitment to a recovery plan.
- ✦ Covering support for colleague absences.
- ✦ Administer petty debt court actions that may result in the eviction of a tenant by:
 - Preparing detailed eviction reports for approval including corresponding with the tenant and relevant agencies.
 - Providing full information and briefing the appointed legal representative.
 - Attending Petty Debts Court to represent the Company for recovery of debts, e.g. – wage arrest.
 - In the case of evictions, attending the home of the tenant in order to liaise with the other services who are applying the eviction order. The Post holder is responsible for assessing the degree of risk with regards to lone working.

Update and maintain the Housing and Financial management information system (QL) to ensure that accurate and up to date statistical information is available on rent arrears recovery performance. To

be flexible and have the ability to adapt to new procedures/practices to maximize rent income collection.

Knowledge and Experience

- ✦ A degree or achieved NVQ level 4 or the equivalent preferably in a financial or business related subject, demonstrating significant understanding and ability to apply the practical use of mathematics under pressure on a daily basis.
- ✦ At least 5 years' experience in a financial environment.
- ✦ It is essential that sound general accounting knowledge is gained through study and on job experience.
- ✦ Prior experience as a credit controller would be a significant advantage.
- ✦ Excellent and mature communication and interpersonal skills developed through previous job roles demonstrating the capability to communicate professionally, persuasively when required and in an appropriately articulate manner.
- ✦ Proven track record of working in a team with the ability to communicate effectively with colleagues in your own team and throughout the organisation.
- ✦ A mature and confident disposition is essential as is the ability to work with the minimum of supervision.
- ✦ Proven experience demonstrating meticulous attention to detail in the preparation of written reports or correspondence is essential, as well as having proven excellent IT skills including the use of Word.
- ✦ Will be required to work flexible hours, including evenings and weekends, sometimes at short notice.
- ✦ A methodical and organised approach to problem solving while still being dynamic to adapt to changes in approach.
- ✦ Ability to take in a various facts and apply sound judgement objectively.
- ✦ Excellent self-management and organisational skills.
- ✦ Evidenced experience of report preparation and record keeping, to a level that will withstand public scrutiny.
- ✦ The ability to work under pressure together with a tactful, confident and mature disposition are required, particularly when dealing with vulnerable clients and persons in distressing situations.
- ✦ Be able to demonstrate an ability to find creative solutions to problems and make recommendations on their own initiative to meet deadlines.
- ✦ A sound knowledge of the Residential Tenancy Law (Jersey) 2011.
- ✦ Ability to read and interpret different tenancy agreements and related terms.
- ✦ Ability to form and maintain relationships with 3rd party agencies, e.g. CAB and Social Security.
- ✦ A full and valid driving license is essential.

Other

Working within a multidisciplinary environment with the Client at the heart of service delivery, good communication, influencing and negotiating skills are essential to ensure effective communications are maintained across the various teams within the Andium Homes Tenancy Services function.

Day to day contact with Clients will be with existing, new or transferring tenants, either on site at Andium Homes' property or when visiting reception. All Andium Homes colleagues will be visible and are 'ambassadors' for the Company. Understanding our values and culture is necessary to be effective within the organisation