

Job Description

Job title:	Recovery and Arrears Co-ordinator
Reports to:	Head of Business Finance
Responsible for:	No Direct line management responsibility

Role Overview

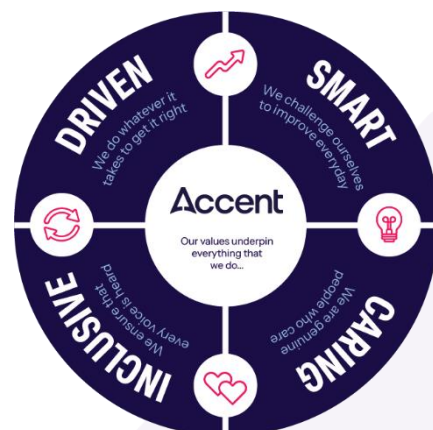
We make moments that matter by truly caring about our customers and ensuring they are at the heart of everything we do.

Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people feel safe, secure, and empowered. By fostering open communication, offering tailored services, and continually striving for excellence, we all aim to build lasting relationships that go beyond housing – enhancing lives and contributing to thriving, vibrant communities where everyone can feel good to be home.

As a Recovery and Arrears Co-Ordinator at Accent, you'll be at the heart of our mission to recover former customer arrears and maximise our income—helping us reinvest in the communities we serve. In this dynamic role, you'll take ownership of the full recovery process, working closely with housing teams and external debt collection agencies to ensure every opportunity for collection is pursued.

Core Values Alignment

We live and breathe our values. We are Smart, Driven, Caring, and Inclusive. Our colleague and leader competency framework underpins this and helps provide focus and clarity around the behaviours and attributes that are expected at Accent. Our focus on value for money ensures that we continue to spend wisely, work productively and make the best use of our resources. This is all about how we do things: it's what we expect everyone to embrace and work towards in their roles.



Key Responsibilities and Duties

- Routinely monitor former tenant and other income stream accounts.
- Setup Direct Debits where required and providing support to customers until payment patterns are established.
- Take a proactive approach by contacting customers by phone, letter and any other medium required as well as identifying vulnerability and additional support requirements.
- Work closely with external debt collection agencies in recovering arrears (rents, sundry, debt & performance) ensuring we provide the relevant data in a timely manner, having regular meetings and agree relevant and appropriate actions for individual customers.
- Promoting a caring image in line with Accent Housing's vision and values when providing information to third parties on rent charges and rechargeable repairs for customers
- Follow relevant procedures to ensure we refer former customers and debtors to welfare benefits and financial inclusion initiatives or other agencies for additional support.
- Maintain and manage former customer arrears within our Housing Management System by following a range of processes to ensure data is accurate and up to date.
- Ensure that all administrative work is accurate, tasks are completed and undertaken in a timely manner and policy/procedure is always followed, ensuring a consistent approach across the business.
- Adhere to GDPR when sharing data with external debt collection agencies, liaising with internal and external teams, ensuring that company policies are adhered to, and that information is accurate and up to date.
- Make recommendations for Write Offs following company policies and procedures, working with our external debt collection agencies to ensure we have all the necessary information.

The must haves:

- Experience in rent arrears management, including legal arrears recovery
- Previous experience of working with external debt collection agencies
- Ability to work under pressure and meet deadlines
- Ability to communicate clearly and effectively both verbally and in writing
- Good communication skills and ability to relate to external and internal contacts in a positive way in challenging circumstances
- Able to maintain confidentiality within the parameters of the work involved
- Excellent problem-solving skills
- Good conflict resolution and negotiation skills
- Strong IT skills

The added extras:

- Housing qualification or similar
- Knowledge of Welfare Reforms

This role description highlights key responsibilities but is not exhaustive. Colleagues will agree on priorities with their Line Manager and are expected to work flexibly, supporting the team and working collaboratively across teams to deliver outstanding results for our customers. Working together as one team is our norm at Accent and reflects how we achieve success and meet the organisation's evolving needs.

We work flexibly and on an agile basis. We design our work around the customer with the focus being on ensuring we deliver the best possible service to our customers and to the best of our abilities. How and where you work will be agreed with your line manager to achieve the best outcome for both the organisation and for you, wherever possible.