

Job Description

Home Ownership Recovery Officer

Final

Date: 7 January 2019

POST: Home Ownership Recovery Officer
SERVICE: Housing and Community Services
SECTION: Home Ownership Team
BAND: 4
REPORTS TO: Home Ownership Team Leader
RESPONSIBLE FOR: N/A
TYPE: Preferred desk worker

All Council posts are subject to National Joint Council (NJC) conditions of service.

Basildon Borough Council is committed to safeguarding and promoting the welfare of children and adults, and expects all employees, contractors and volunteers to share its commitment to prevent abuse, harm or exploitation.

Please note that the Council applies a robust recruitment vetting process.

MAIN PURPOSE

The post holder will work within the Home Ownership Team who will be responsible for the billing and collection of Service Charges, Major Works, District Heating usage/Standing Charge, Shared Ownership Rent Collection and Housing Sundry Debtors. The team is also responsible for the Tenant's Right to Buy Scheme, Shared Ownership Estate Management and Leasehold Management.

GENERAL INFORMATION

The post holder will work within the Home Ownership Team dealing with all aspects of income collection.

The post holder will be in frequent contact with members of the public on the telephone and face to face, at home and in the office, interviewing and drafting responses to queries.

This will involve dealing with members of the public who are distraught or aggrieved at the application of recovery procedures.

The post holder deals with input and changes in data on computer systems, verifying information and updating records.

DUTIES

1. To deal with enquiries and correspondence in respect of monies of leasehold management and monies due to the Council.
2. To have a knowledge of relevant legislation, recovery procedures and keep abreast of changes
3. To follow up on income/expenditure information received and verify its accuracy.
4. To prepare, check and despatch various forms and notices.
5. To update computer records, working within prescribed timescales and checking the work of others as necessary.
6. To maintain the ASH records and train HOT staff on recovery procedures contributing to service improvements on these procedures and the introduction of flexible payment options
7. To liaise with outside collection agents and employers.
8. To liaise with internal departments and answer enquiries from Members, deal with complaints on recovery and leasehold matters.
9. To carry out home visits as necessary.
9. To interview at the office and at home debtors regarding arrears, providing suitable advice, making and managing arrangements for payment - taking action where appropriate.
10. To provide administrative support to the Home Ownership team.
11. Assist with leasehold management and RTB duties where required.
12. To prepare cases for and attend court/Residential Property Tribunal hearings on recovery issues
13. To set up files and document image relevant paperwork for evidence of Service charge recovery action. Also to set up and maintain a customer enquiry database
14. Undertake all the duties within the framework of Equal Opportunities.
15. Any other duties appropriate to the post: These other duties must be equivalent to or below the salary and status of the role and, where appropriate, under the Equality Act 2010, due consideration must be given to any employees with a "protected characteristic".

- 16 You must cooperate in all matters relating to Health and Safety and implement all procedures for your job role. The identification of Health and Safety related risks within the working environment must be highlighted to your management.

PERSON SPECIFICATION

Position Title:	Home Ownership Recovery Officer	Date Prepared:	6 th March 2019
Department:	Home Ownership	Band:	4

AF= Application Form	I = Interview	T= Test
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	REQUIREMENTS	Essential	Desirable	Assessed
1.	EXPERIENCE AND KNOWLEDGE			
1.1	Demonstrable experience of working in a debt recovery environment	✓		AF/I
1.2	Experience of managing tight deadlines and working under pressure	✓		AF/I
1.3	Up to date knowledge of relevant legislation and recovery procedures.	✓		AF/I
1.4	Excellent numeracy and written skills with professional telephone manner	✓		AF/I
1.5	Experience of prioritising workload and the ability to multi-task	✓		AF/I
1.6	Experience of customer/public contact demonstrating good communication and interpersonal skills	✓		AF/I
1.7	Experience of working with various IT systems		✓	AF/I
2.	COMPETENCIES			
	WORKING WITH PEOPLE			
2.1	<ul style="list-style-type: none"> a) Demonstrates an interest in and understanding of others b) Adapts to the team and builds team spirit c) Recognises and rewards the contribution of others d) Listens, consults others and communicates proactively e) Supports and cares for others f) Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses 	✓		AF/I
	RELATING AND NETWORKING			
3.1	<ul style="list-style-type: none"> a) Establishes good relationships with customers and staff b) Builds wide and effective networks of contacts inside and outside the organisation c) Relates well to people at all levels d) Manages conflict 	✓		AF/I

	REQUIREMENTS	Essential	Desirable	Assessed
	e) Use humour appropriately to enhance relationships with others			
4.1	WRITING AND REPORTING a) Writes clearly, succinctly and correctly b) Writes convincingly in an engaging and expressive manner c) Avoids the unnecessary use of jargon or complicated language d) Writes in a well-structured and logical way e) Structures information to meet the needs and understanding of the intended audience	✓		AF/I
5.1	LEARNING AND RESEARCHING a) Rapidly learns new tasks and quickly commits information to memory b) Gathers comprehensive information to support decision making c) Demonstrates a rapid understanding of newly presented information d) Encourages an organisational learning approach (i.e. learns from successes and failures and seeks staff and customer feedback) e) Manages knowledge (collects, classifies and disseminates knowledge of use to the organisation)	✓		AF/I
6.1	PLANNING AND ORGANISING a) Sets clearly defined objectives b) Plans activities and projects well in advance and takes account of possible changing circumstances c) Manages time effectively d) Identifies and organises resources needed to accomplish tasks e) Monitors performance against deadlines and milestones	✓		AF/I
7.1	ADAPTING AND RESPONDING TO CHANGE a) Adapts to changing circumstances b) Accepts new ideas and change initiatives c) Adapts interpersonal style to suit different people or situations d) Shows respect and sensitivity towards cultural and religious differences e) Deals with ambiguity, making positive use of the opportunities it presents	✓		AF/I
3.	EDUCATION AND TRAINING			
3.1	Educated to GCSE level A*-C in English and Maths or equivalent relevant experience		✓	AF/I