

## London Borough of Tower Hamlets Job description

<b>JOB TITLE:</b>	<b>Income Recovery Reconciliation Officer</b>
<b>GRADE:</b>	<b>SO1</b>
<b>POST NUMBER:</b>	<b>G013000334</b>
<b>DIRECTORATE:</b>	<b>Place</b>
<b>SERVICE:</b>	<b>Housing Options Service, Housing Management &amp; Procurement</b>
<b>RESPONSIBLE TO :</b>	<b>Team Principal, Income Recovery</b>
<b>RESPONSIBLE FOR:</b>	N/A
	<b>DBS Basic / Enhanced check not required This post is not politically restricted</b>
<b>JOB SUMMARY:</b>	<p>To provide specialist and comprehensive administrative support in the Income Recovery Team, reconciling former rent accounts for the purposes of debt collection and including but not limited to for referring cases to debt collection agencies, tracing former arrears clients, and preparing cases for legal action</p> <p>To assist with the day-to-day operations within the Income Recovery Team, including but not limited to providing support and dealing with enquiries from clients/partners (internal/external) and negotiating repayment plans and monitoring cases to ensure payments are being received</p>
<b>ROLE REQUIREMENTS:</b>	
1.	Reconcile former rent accounts for the purpose of debt collection, including but not limited to preparing cases for referral to debt collection agencies and for legal action
2.	Undertake a broad range of administrative and monetary calculation tasks, including but not limited to calculating interest charges for cases being referred for legal action and carrying out income and expenditure assessments

3.	Conduct tracing of clients using resources and systems in place, ensuring compliance with policies and legislation to collect debt owed and to issue refunds on credit accounts
4.	To undertake a range of activities related to the recovery of former tenant debt, taking into account audit requirements
5.	Contacting clients in debt and monitoring former rent accounts to ensure clients have a payment plan in place and ensuring that agreements are being complied with
6.	Assisting with day-to-day general enquiries and providing administrative support within the team and other departments as and when needed, tasks including but not limited to assisting with dealing with correspondence from customers and partners, preparing cases for legal action, updating systems, and participating in ad-hoc project work, for example ICT projects and year end work and assisting with inducting and training new members of staff and trainees
7.	Ensure compliance with policies, procedures, and financial regulations
8.	To assist with the implementation of ICT upgrades including participating in testing and revising workflow processes.
9.	Produce management information, reports, and statistical data
10.	To be proficient in the use of Microsoft Office, Scanners, Printers, e-fax, and other equipment, and in the interrogation and use of Housing Options Service's core databases and workflow applications including Comino, Northgate, CPD, Council Tax, Aims and Abritas.
<b>CORPORATE RESPONSIBILITIES</b>	
11.	Actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach.
12.	Develop and maintain positive relationships with colleagues, stakeholders, and communities to ensure the council and the directorate strategic priorities are effectively implemented.
13.	Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups.

14.	Support organisational change and learning, following and implementing appropriate systems of self-development, communication and engagement, quality measures, monitoring, and review in delivering the functions of the role.
15.	Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff.
16.	Deputising and providing cover where applicable and required within the Housing Management & Procurement Service
<b>PEOPLE</b>	
17.	To correspond with clients to ensure that debt is collected, and credits are refunded by telephone and other forms of communication as necessary, updating the relevant system as and when required, including seeing customers face-to-face
18.	To liaise with internal/external partners and third-party organisations to ensure that adequate advice and support is provided
19.	Maintain and build relationships with partners and stakeholders
<b>SERVICE</b>	
20.	To assist in reviewing, developing, amending, and improving administrative procedures to ensure efficient and high standard of service delivery.
21.	To embrace change and support new ways of working and continuous year on year service improvements
<b>PERFORMANCE</b>	
22.	Ensure a sufficient and steady supply of referrals to debt collection agencies are made and monitoring the same to ensure debts are being collected and the use of third-party collection agencies is maximised
23.	Assist with preparing cases for write-off, monitoring the progress to ensure accounts are updated
24.	Participate in ensuring that targets are met and year on year improvements/savings are made

## **OTHER CONDITIONS:**

To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council's 'My Annual Review' scheme.

Ensure that all duties and responsibilities are discharged in accordance with the council's policies and procedures, Code of Conduct and relevant regulations and legislation.

To comply with the council's equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area.

To undertake additional duties that may arise from time to time commensurate with the grade of the post.

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<b>Person Specification for the Post of</b>		<b>Essential (E) or Desirable (D) (if applicable)</b>	<b>Method of Assessment A= Application Form T= Test I= Interview</b>
<b>Knowledge</b>	<p>Working knowledge of rent accounting systems and databases</p> <p>Knowledge of the legal process in issuing county court claims</p> <p>Knowledge of the enforcement options available when enforcing debts owed</p> <p>Knowledge of Northgate and other IT systems being used by the Council</p> <p>Knowledge of using invoice/financial software eg Agresso/Aims</p> <p>Knowledge of using Microsoft and other IT software packages</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>E</p>	<p>A, T, I</p> <p>A, T, I</p> <p>A, T, I</p> <p>A, I</p> <p>A, I</p> <p>A, T, I</p>
<b>Qualifications &amp; Experience</b>	<p>Experience of carrying out a range of administrative/support duties</p> <p>Experience of dealing with customers in person or on the phone and offering good customer care</p> <p>Experience of using databases, document management and workflow systems</p> <p>Good standard of literacy, numeracy, and verbal communication skills</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>A, T, I</p> <p>A, I</p> <p>A, T, I</p> <p>A, T, I</p>

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Living the TOWER Values sets out the essential behaviours required of all staff.		They are aligned to the organisation's five TOWER Values	
We work <b>TOGETHER</b> across boundaries and with partners to achieve the best outcomes for Tower Hamlets	<p>Seeks opportunities to build positive relationships with people from other teams and partners.</p> <p>Shares information and engages others in a timely way to achieve the best outcomes</p>	<p>E</p> <p>E</p>	<p>A, I</p> <p>A, I</p>
We are <b>OPEN</b> and transparent	<p>Checks understanding, they are understood by others and explains jargon where needed.</p> <p>Seeks to develop own resilience to manage change, seeking support where necessary.</p>	<p>E</p> <p>E</p>	<p>A, I</p> <p>A, I</p>
We are <b>WILLING</b> to challenge, innovate and be accountable	<p>Takes accountability for delivering own work, setting challenging goals for self.</p> <p>Makes suggestions for better and new ways of doing things.</p>	<p>E</p> <p>E</p>	<p>A, I</p> <p>A, I</p>
We empower each other to be <b>EXCELLENT</b> and go the extra mile	<p>Understands the organisations direction of travel and actively supports that in their work and interactions.</p> <p>Supports others to achieve a work-life balance and makes time for others when they need someone to listen to them.</p>	<p>E</p> <p>E</p>	<p>A, I</p> <p>A, I</p>
We <b>RESPECT</b> all communities, they are the heart of everything we do	<p>Actively listens to customers and takes steps to making things better for customers.</p> <p>Open-minded and appreciates alternative cultural perspectives, taking it into account when delivering service.</p>	<p>E</p> <p>E</p>	<p>A, I</p> <p>A, I</p>
<b>Additional Requirements</b>	None		