

| Job Title                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Senior Rent, Service Charge and Customer Accounts Officer      | Location                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Oldham – Bower House | Job Family                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Customer Services | Grade | C4 |
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| Reports to                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Assurance Manager (Rent, Service Charge and Customer Accounts) | Designation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Hybrid               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                   |       |    |
| <b>Overall Purpose:</b> Manage complex caseload and liaise with key stakeholders to deliver timely and effective services. Collaborate with others to prevent & reduce debt and deliver VfM.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                   |       |    |
| Responsibilities & Outcomes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                | Skills / Experience                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                      | General Role Expectations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                   |       |    |
| <b>Key Responsibilities:</b> <ul style="list-style-type: none"> <li>Manage and respond to complex customer billing and collections enquiries in accordance with our customer service standards. Providing the highest level of customer service and quality of responses.</li> <li>Ensure VFM is being delivered for rent &amp; service charges by utilising customer feedback to inform future improvements.</li> <li>Identify opportunities to streamline and improve the jeopardy management process, reducing escalations and enhancing efficiency.</li> <li>Be a subject matter expert to support colleagues and training.</li> <li>Contribute towards continuous improvement, identifying lessons to be learnt which enable organisational learning and continuous improvement and deliver right first-time services.</li> <li>Analyse and report on debt trend, WIP, charges and customer data and information to contribute to workflows.</li> <li>Provide regional focus and act as liaison between the internal and external stakeholders.</li> <li>Support the protection and safety of our customers by ensuring safeguarding procedures are followed and safeguarding concerns are appropriately identified, monitored and reported.</li> </ul> |                                                                | <b>Essential:</b> <ul style="list-style-type: none"> <li>Proven experience of delivering high quality services in a customer focused environment.</li> <li>Proven experience of investigating and resolving complex billing / collection enquiries.</li> <li>Experience of developing relationships and stakeholder management.</li> <li>Good knowledge of appropriate legislation and best practice social housing rent.</li> <li>Excellent attention to detail.</li> <li>Proven influencing &amp; negotiating skills.</li> <li>Excellent oral and written communications.</li> <li>Good knowledge of Microsoft Office.</li> <li>Demonstrates the Guinness Behaviours.</li> </ul><br><b>Desirable:</b> <ul style="list-style-type: none"> <li>Understanding of the services offered by and responsibilities of a social housing provider.</li> <li>Experience of working in a social housing environment.</li> <li>Experience of working in CI or jeopardy management.</li> </ul> |                      | <p><b>These are the requirements for roles at Grade C. There may be certain headings against which the requirements of individual roles are higher or lower. Your manager will advise if this is the case.</b></p> <p><b>Accountability:</b></p> <ul style="list-style-type: none"> <li>Operates <i>largely autonomously</i>, within set guidelines with managerial guidance.</li> <li>End <i>results largely defined</i> but <i>interpretive judgement</i> is used to achieve them.</li> <li>Works to <i>clearly defined</i> budgetary parameters and targets.</li> </ul> <p><b>People Skills:</b></p> <ul style="list-style-type: none"> <li>Typically <i>oversees/co-ordinates</i> the work of others, and may be a knowledge leader or lead a <i>small-medium sized team</i>.</li> <li>Required to maintain effective relationships within <i>own area of responsibility</i>.</li> <li><i>Manages and ensures</i> consistency of the employment experience in own area.</li> </ul> <p><b>Impact &amp; Influence:</b></p> <ul style="list-style-type: none"> <li>May be required to make a <i>variety of decisions</i>, some complex in nature, with concern for impact on others.</li> <li>Actions <i>may</i> have internal and external impact/influence.</li> <li><i>Provides guidance</i> and <i>shares knowledge</i> with colleagues relating to own specialism.</li> </ul> <p><b>Thinking Challenge:</b></p> <ul style="list-style-type: none"> <li>Required to identify, assess and <i>resolve complex issues/problems</i> within own area of responsibility.</li> <li>Sufficient job knowledge to enable the analysis of principles and concepts.</li> <li><i>Designs and develops</i> a continuous improvement approach within own area.</li> </ul> <p><b>Customer Service:</b></p> <ul style="list-style-type: none"> <li><i>Respects and values</i> customers, both internal and external, and demonstrates our commitment to high quality customer service in all that is done.</li> </ul> |                   |       |    |
| <b>Key Outcomes:</b> <ul style="list-style-type: none"> <li>Agreed priorities and targets are met.</li> <li>Customer satisfaction is delivered against agreed targets and to ensure year on year improvement.</li> <li>Debt is effectively managed and further debt prevented.</li> <li>Collaborative working which delivers reliable, consistent and high-quality services.</li> <li>Positive working relationship with colleagues, customers and external agencies.</li> <li>Appropriate reports of safeguarding concerns are recorded and sent to the appropriate specialist team.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                | <b>Qualifications</b> <p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>Level 2 (C+ or 9-4 GCSE or equivalent) English and Maths.</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>Relevant housing qualification e.g. CIH Level 3.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                   |       |    |
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You are also required to undertake any other duties within your capabilities as may be reasonably required.