

ROLE PROFILE

ROLE TITLE	Income Collection and Recovery Compliance Assistants
DEPARTMENT	Income Collection and Recovery
OPERATING ASSOCIATION/DIRECTORATE	Customer Services
RESPONSIBLE TO	Income Collection and Recovery Compliance Manager
RESPONSIBLE FOR	N/A

ROLE PURPOSE	<i>One or two sentences giving a simple statement of why the role exists</i>
To provide a high quality income compliance and collection service on all areas related to income collection and recovery.	

ACCOUNTABILITIES / RESPONSIBILITIES	<i>Statement of the main areas of accountability and responsibility</i>
<ul style="list-style-type: none"> • Provide an effective debt collection service relating to former tenancy arrears, and other debt • Administer processes relating to former tenancy credit balances • Complete court and other related paperwork connected to the enforcement of debts • Maintain high quality records in relation to detailed case histories, ensuring that records are maintained to allow automated and other IT processes to function effectively • Create standard performance and task related reports as directed for all income related functions inclusive of effective minute taking when required • Work with external collection agencies and other bodies to maximise income recovery • Ensure all aspects of Housing Benefit and Universal Credit income information is recorded effectively to allow processes to function effectively • Liaise with internal teams to provide a seamless service to customers, including instigating and following to conclusion investigations where debts are disputed and recovery of aged debt • Provide administrative support in respect of all income related functions • Assist staff in the income teams with customer income collection enquiries at times of high demand • Administer processes relating to all direct debit functions, including set up, calculations, advice and support • Take ownership and accountability for the performance management and quality framework measures in respect of own role and that of the team. Ensuring that KPI's, quality and performance is delivered. 	

KNOWLEDGE/SKILLS/EXPERIENCE/PHYSICAL REQUIREMENTS	<i>The tools needed to do the role</i>
Essential	<ul style="list-style-type: none"> • Excellent numeracy, literacy and communication skills • Ability to write effective business communications, including bespoke letters to customers • Ability to prioritise own workload and adapt to changing demands • Previous experience of office administration • Educated to GCSE level or equivalent • Good IT skills including Microsoft Word and Excel • Ability to travel to meet the requirements of the role

Orbit is an Equal Opportunities Employer and all staff are required to read and adhere to Group and local policies and procedures relating to Equality and Diversity

Orbit requires all employees to read and adhere to Health and Safety policies and procedures

Orbit requires all employees to read and adhere to all Orbit policies and procedures and Standing Orders.

Signed by Employee		Date	
Signed by Manager		Date	