

Job Description

Job title: Customer Accounts Officer

Accountable to: Customer Accounts Manager

Job Purpose:

You will be accountable for the proactive day-to-day delivery of a sector leading tenure blind income recovery service within a defined locality. Delivering a proactive customer centred service that take proactive action to manage customer accounts, prevent and action customer debt. Referring customers for supportive interventions as appropriate to enable them to be sustain and thrive in their homes. Whilst championing our values of being kind, respectful, inclusive, ambitious, responsible, and collaborative.

You will also be responsible for maintaining high data quality in our Customer Accounts Service. Ensuring that data is held centrally for full transparency and that suitable contract arrangements are in place for the continued management all compliance elements within your defined areas.

Financial responsibility: No financial responsibility

People responsibility: No direct or indirect reports

Autonomy: Direction set by the Head of Customer Accounts who is setting the delivery strategy, the role is responsible as part of a wider team for monitoring and managing customer accounts across a defined locality, working proactively with colleagues and customers, negotiating affordable payment plans, signposting or referring to supportive interventions and taking recovery action as appropriate.

Key Accountabilities:

- To take responsibility to deliver the right outcome for our customer in a safe and timely way.
- Demonstrate everyone safe and well everywhere, every day by making health and safety a primary consideration in your decision making.
- Support the achievement of the agreed set of performance targets both for your team and for your locality.
- Establish and maintain own effectiveness by developing working relationships with all stakeholders, ensuring integrated contribution to Sovereign Network Groups (SNG's) corporate objectives whilst observing SNG's policies, procedures, and ways of working.
- Undertake proactive, supportive preventative work and action to stop SNG customers falling into arrears and escalate sensitively and in a timely manner where this is unsuccessful.

- Work collaboratively with the locality management team to deliver a customer-centric service.
- Develop own capability through continual personal and professional development that will assist in improving own performance in the role, ensuring all core and mandatory training is completed and kept up to date.
- Undertake other duties within the level of responsibility, to meet the changing needs of the organisation.
- Work proactively and collaboratively with SNG customers to take proactive action to manage customer accounts, prevent and action customer debt. Offer customers appropriate advice and refer to relevant internal and external agencies offering welfare and debt advice, more specialist support or supportive interventions.
- Complete comprehensive Income and Expenditure statements with customers to assist in creating realistic, affordable, and sustainable arrangements to be made to clear outstanding debts in a timely manner.
- Liaise, refer, and work in partnership where necessary with appropriate agencies and partners, both internal and external. Including but not limited to Housing Benefit, Department of Work and Pensions, Homelessness, Social Services, Floating Support Providers, Independent money, debt, or legal advice services.
- Hold the Data Steward role for data quality related to Customer Accounts as set out in SNG's data landscape. Ensuring that accurate records are maintained in line with business processes and comprehensive notes are made relating to customer contact, arrears actions and stages and any agreements made.
- Accurately prepare all relevant paperwork required for court action. Respond appropriately and in a timely manner to queries from Judges and Court Staff relating to legal cases within a defined locality.
- Proactive management of all current arrears cases where a court order has been obtained and to progress cases as necessary that are in default of such orders in line with SNG's procedures.
- Attend court as the main representative for SNG for all cases of unpaid Housing costs.
- Manage and conduct evictions for arrears, in line with SNG's procedures, the police and Court Bailiffs as appropriate.
- Promote a positive collaborative culture of Building Safety and Compliance. Take personal responsibility for escalating any concerns to the Building Safety and Compliance Team for consideration and/or investigation.

Knowledge & Skills:

- Maintain an up-to-date knowledge of welfare benefit entitlements, particularly housing related benefits and all changes due to Welfare reforms.
- Maintain an up-to-date knowledge of local grants and funding that may be applicable to a customer's circumstances.
- Keep up to date with regulatory, legislative and industry best practice.
- Maintain an up-to-date knowledge of best practice and internal policies and procedures relating to arrears prevention and collection.
- Ability to prepare all relevant paperwork for court and carry out D.I.Y possession action representing SNG in arrears related cases.

- Ability to impact assess and to understand the difference between 'major' and 'minor' data issues.
- Knowledge of methods to monitor the quality of data and identify issues e.g. reconciliations.

Version	Job code	Author	Date created/modified	Effective date
1.0	1376		Oct 22	
2.0	1376	Claire Dinsey – new template only	Jan 24	