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**Arc**

**JOB DESCRIPTION**

**RENT & ARREARS ADVISOR**

**Objectives**

* To manage and ensure that prompt and effective action is taken to control and recover current tenant’s arrears and other debts within KPI targets
* To monitor arrears cases ensuring that prompt action is taken to control and recover any outstanding debts
* To recover previously written off debts.
* To support with all resident related finance matters.

**Key Responsibilities**

1. Identify tenants falling into arrears and monitor existing cases to ensure that prompt action is taken to recover Housing Benefit & Service charges.
2. To ensure bad debts and arrears are kept within targets set.
3. To work alongside housing support workers, following the procedure of warnings and potential evictions.
4. To maintain up to date knowledge of all legislation relating to Housing Benefit and other Welfare benefits.
5. To maintain data and computer records in respect of the arrears programme - to include updating and maintaining the rent accounting database with all relevant client information.
6. To maintain up to date knowledge of all legislation concerning arrears control
7. To initiate and recommend the issue of possession proceedings and prepare the relevant documentation.
8. To recommend and coordinate evictions with the support worker to ensure that all relevant departments are aware of a proposed eviction.
9. To provide support to tenants in relation to Housing Benefit and other Welfare Benefits.
10. To liaise with Social Services, Department for Work and Pensions, Local Housing Officers, Housing Benefits, Citizens Advice Bureau and other relevant organisations in relation to payment of rent arrears.
11. Carry out finance administration tasks including but not restricted to; banking; inputting rents received; supplier invoice processing; reconciling credit card statements; inputting CORE forms.
12. Develop a reporting framework to improve the recording of debt processes that will be used to also aid decision making with regards to budgetary controls.
13. To deal efficiently and effectively with telephone enquiries and correspondence as required.
14. To undertake such other duties of a similar nature and commensurate with the role.

**Responsible to**

* Head of Finance

**Pay & Benefits**

* Salary: Competitive
* Company Pension Scheme
* 23 days Annual Leave plus Bank Holidays
* Hybrid Working

**PERSON SPECIFICATION**

**RENT & ARREARS ADVISOR**

**Criteria Essential/Desirable**

Knowledge of relevant legislation relating to the

recovering of rent arrears. Essential

Knowledge of Housing Benefit and welfare entitlements Essential

An awareness of all areas of tenancy management Essential

Communication skills to enable effective liaison with tenants,

Internal staff and external agencies Essential

Ability to use computer software (including finance systems)

to identify, monitor and progress arrears cases. Essential

Ability to write concise letters and complete all appropriate and

relevant paperwork. Essential

Ability to work under pressure and as part of a team Essential

Ability to prioritise workloads Essential

Flexible approach to work Essential

Knowledge of standing orders/Direct Debit mandates Desirable

Experience of performing complex reconciliations Desirable

Recognised rent/debt/accountancy qualification Desirable