

Our Vacancies

Collections Officer

Directorate:
Housing

Responsible to:
Home Ownership Manager

Team:
Home Ownership

Responsible for:
N/A

Grade:
SO2

Purpose of Job

Maximise income from service and administration charges.

Act as contact regarding service and administration charges, ensuring timely, efficient and meaningful responses.

Main Duties and Responsibilities

1. Collate of information, and use it to respond to enquiries, complaints and disputes.
2. Prepare cases for Poplar HARCA at, Court, mediation and other tribunals.
3. Assist with the production of service charge statements.
4. Carry out arrears casework, leading on all aspects until resolution.
5. Liaise with home owners, including taking payments and setting up direct debits.
6. Maintain case records and share information in accordance with agreed protocols.
7. Maintain knowledge of lease, statutory and regulatory obligations, best practice and legal precedent.
8. Prevent and reduce arrears and other debts through proactive work with home owners, colleagues and other agencies.
9. Provide advice and support on service and administration charges.
10. Respond to enquiries from whatever source.
11. Within the constraints of Poplar HARCA's procedures, agree sustainable repayment options.
12. Proactively identify and prioritise accounts for escalation on own initiative.
13. Act as client to Poplar HARCA's solicitor, monitoring performance and ensuring transparent and accountable case management

General

- Perform other duties as may be reasonably required by your line manager.
- Conduct yourself in line with Poplar HARCA's policies, procedures, rules and standards.

Person Specification

All criteria are essential unless stated otherwise.

Requirements	Criteria
Education/ Qualifications/ Training	a. 'A' levels in English and Maths; or comparable/equivalent qualifications or experience
Skills	Can: a. engage in analytical thinking b. engage in straight-talking c. improve performance d. use technology proficiently e. use written and oral skills to influence, negotiate and persuade f. work effectively with peers, partners and others g. Manage a caseload without supervision and report to a senior audience
Knowledge	How to: a. apply leasehold legislation, regulation, best practice and legal precedents b. apply Data Protection c. apply the Landlord And Tenant Act 1985 and Commonhold and Leasehold Reform Act 2002 d. maintain appropriate systems and procedures e. present information in an appropriate format to a variety of audiences f. work in a multi-agency/discipline environment g. work in and with diverse communities
Key Competencies	a. Putting others first b. Achieving Results c. Open to change d. Informed and informing e. Personal Progress f. Partnership Working g. Problem Solving