



Job Title: Income Recovery Advisor
Grade: Y4A
Reports To: Income Recovery Manager
Number of Reports: Nil

Key job element

- Deliver a quality service which efficiently and effectively supports the Income Advice and Collection function.
- Review and manage accounts relating to former tenant arrears and sundry debt charges.
- Contact customers via telephone or in writing to discuss and negotiate repayment plans to reduce corporate debt.
- Complete tenancy transfer checks as requested to ensure tenancies are not granted with previous debt.
- Administer for the team's email folders and ensure responses are dealt with in a timely manner.
- Responsible for the submission of accurate information on a variety of computer systems.
- Communicate with internal and external stakeholders to ensure payment of corporate debt is received.
- Occasionally carry out home visits to discuss accounts.
- Promote and encourage a Rent First approach through YHN.
- Committed to delivering a service of customer excellence.
- Embrace YHN values, standards and organisational goals.
- Work collaboratively with colleagues across the business to ensure the delivery of joined up services.
- Follow agreed business processes, statutory and regulatory policies and frameworks relating to safeguarding, health and safety and equality and diversity.
- Follow agreed processes, adhering to statutory and regulatory frameworks relating to Equality and Diversity, Data Protection and Health and Safety.
- Maintain appropriate professional boundaries.
- To undertake any other duties as directed by your Line Manager, in line with the responsibilities of this post.

Person Specification:

This area focuses on skills and knowledge required in the role.

Essential Criteria

- Knowledge and experience of working in a telephone-based debt collection role.
- Clear communicator with experience of dealing with customers via telephone and face to face.
- Good negotiation skills to ensure an outcome which is agreeable for the customer and Your Homes Newcastle.
- Ability to prioritise workload to manage periods of high and low demand.
- Experience of managing own workload and delivering in a target driven environment with expectation on individual and team goals.

- Working knowledge of housing management, financial and debt management systems and a good understanding of Microsoft programmes including Excel, Word and Outlook.
- Ability to analyse and interpret complex information from a variety of sources.
- Ability to work collaboratively, with a proactive approach to involving stakeholders, both internal and external to the organisation.

Desirable Criteria

- All employees are expected to be flexible within the scope of the role

*Your Homes Newcastle's Core Values play an integral part in determining our culture going forward and ensuring a progressive, sustainable and healthy working environment for our staff. Our values, practices and behaviours are at the heart of this and how our staff do things is as important as what we do. Our values are Be **Ready**, Be **Amazing**, Be **Revolutionary**, Be **Energetic**.*

*It is no coincidence that our values spell out the word **RARE**. We want YHN to be known as "unusually good or remarkable" and an organisation with people that "stand out from the rest".*

We expect our people to demonstrate the following behaviours:

Be ready - together we're prepared for anything:

This value is about being "prepared, willing, eager and prompt".

The behaviours we expect are:

- Take responsibility to keep up to date
- Take ownership
- Make best use of time and resources
- Own your development and that of others
- Work as one team cooperatively
- Be prepared to contribute
- Be organised and on time
- Share information, knowledge and good practice
- Be adaptable and flexible

Be amazing – we'll exceed expectations

This value is about being "passionate, impressive, excellent and progressive".

The behaviours we expect are:

- Care about people and YHN
- Take pride in what you do
- Behave with sincerity and integrity
- Be your best and inspire others to be theirs
- Do right by our customers
- Have a desire to make things better and improve lives
- Be an advocate for YHN
- Learns from mistakes

Be revolutionary – have courage and be bold

This value is about “leading the way, involvement in change, engagement, being radically new or different and being creative”.

The behaviours we expect are:

- Prepared to be different
- A positive influence on others
- Consider and think of imaginative solutions
- Decisive and unafraid to do what's best
- Prepared to challenge constructively
- Open-minded, tries to say 'yes' more than 'no'
- Supports and promotes change

Be energetic – making every day count

This value is about “vitality, being interested, keen, inspirational and motivated”

The behaviours we expect are:

- Passionate in all you do
- Is up for the task
- Celebrates achievements
- Is able to “bounce back”
- Is motivated and enthusiastic
- Challenges poor performance and negative attitude