

Recovery Assistant



Within the **Customer Finance Service**

SALARY

From £19,544 - £21,166

RESPONSIBLE FOR

N/A

RESPONSIBLE TO

Current Rent Manager

CORE PURPOSE

Maximise revenue; support customers to improve their quality of life and sustain tenancies

As a Recovery Assistant you will provide effective support to the Recovery Team and assist them to maximise rental and service charge income.

You will be responsible for dealing with all inbound customer enquiries relating to rent accounts and you will assist Recovery Officers in all aspects of rent collection and arrears management.

You will provide exceptional customer service, dealing with all basic enquiries and identifying those that are more complex and require specialist intervention.

You will always aim to be the best, beat performance targets, maintain the best possible standards and contribute to the organisation remaining a sector leader in this area.



PENSION

Access to the generous benefits the GMPF scheme offers, including life cover



GENEROUS ANNUAL LEAVE ENTITLEMENT

23 days annual leave plus the opportunity to earn additional days leave



HEALTH CASH PLAN

Claim back a proportion of your everyday healthcare and medical expenses



PERSONAL GROWTH

Access learning and development opportunities to maximise your strengths and utilise your talents



FLEXIBLE WORKING

Flexible working arrangements ensure you can achieve a healthy work life balance



RETAIL DISCOUNTS

Access to a wide range of discounts to provide savings on food and shopping

RESPONSIBILITIES *the Recovery Assistant will...*

- ✓ Be responsible for all incoming customer contact relating to rent accounts.
- ✓ Provide customers with information about payments required in order to maintain their rent payments and/or any arrears arrangements
- ✓ Take payments over the telephone and set up new direct debit / amend existing direct debit arrangements
- ✓ Provide advice on payment options available for customers and promote the most efficient and effective methods to customers
- ✓ Identify customers who have defaulted on rent payments and/or arrears arrangements and liaise with Recovery Officers in relation to next steps
- ✓ Assist Recovery Officers with effective rent account management via outbound contact with customers
- ✓ Have an understanding of rent collection processes and basic benefit advice and be able to provide advice to customers relating to this
- ✓ Identify the right support customers' needs to manage and sustain tenancies effectively
- ✓ Ensure activity targets are exceeded consistently and always achieve the highest possible standards
- ✓ Build effective working relationships with colleagues to ensure that support provided to tenants is maximised and coherent
- ✓ Support the Recovery team in dealing with customer enquiries face to face and via email when needed, and also support the wider customer finance team in their collection responsibilities and administrative duties

STRENGTHS *the Recovery Assistant will deliver key responsibilities by...*

- ✓ Delivering excellent customer service, putting the customer at the heart of everything they do
- ✓ Taking ownership for their own, and their team's performance when working to challenging targets
- ✓ Being able to quickly identify complex cases and knowing where to signpost/refer to for support
- ✓ Building effective relationships with customers and colleagues
- ✓ Having excellent IT skills and the ability to interrogate various systems in order to provide the appropriate advice and support to customers
- ✓ Being organised and methodical, paying attention to detail and ensuring a high degree of accuracy
- ✓ Demonstrating a commitment to their own development
- ✓ Embracing a culture of excellent performance, change and continual improvement

REQUIREMENTS *the Recovery Assistant must have...*

- ✓ Experience of working in a Customer Service role (preferably telephone based) and be able to demonstrate excellent Customer Service skills
- ✓ Excellent digital skills with experience of using a wide range of IT systems and software and the ability to work across various systems at any one time
- ✓ Excellent communication skills to ensure customer understanding of complex information
- ✓ Experience of successfully working to challenging individual and team targets
- ✓ The ability to work effectively in a fast paced environment, taking detailed information and making decisions quickly, ensuring the highest levels of accuracy

VALUES *the Recovery Assistant will role model core values through....*

Ambition

We have the ambition & courage to challenge; translating this into commercial success & brilliant outcomes for customers

Social Responsibility

We always try to do the right thing; using our role as a service provider, employer & buyer to generate trust, build our communities & empower our people

Passion

We have a passion for what we do; with positive, motivated & enthusiastic staff who enjoy their work

Innovation

We are innovative in everything we do; with the agility, creativity & edge to keep defying expectations & delivering fresh & exciting things

Respect

We treat each other with respect; supporting & inspiring one another & collaborating across teams & partnerships

Excellence

We continually improve how we work; challenging the status quo, learning from what goes well & always being professional



INVESTORS
IN PEOPLE

Platinum
Until 2022



Health &
Wellbeing
Award

CUSTOMER
SERVICE
EXCELLENCE

