

# Rent Support Administrator



**Don't just find a job. Feel it.**

As part of our Rents team, you'll be the first point of contact for customer's rent queries, using your excellent administrative and communication skills to resolve issues that prevent them from paying their rent on time.

## Connect with what you'll do

### In your role you'll:

- Manage the customer mailbox, efficiently responding to emails or sharing them with colleagues where needed.
- Manage the rent call queue.
- Take payments and manage direct debits, including annual and Christmas reviews.
- Encourage customer engagement by building relationships and owning queries from start to finish using multiple channels.
- Build up a detailed understanding of welfare reform and housing benefit legislation by proactively keeping up to date with changes.
- Signpost customers to external agencies where they experience financial difficulties.
- Make sure customer transactions, arrears repayment agreements and rent figures are accurately calculated and recorded.
- Investigate Housing Benefit and Universal Credit overpayment invoices to understand the reason for overpayment, and arrange repayment or prepare appeals, providing further information where necessary.
- Support new tenancy sign-ups.
- Raise purchase orders, making sure contractors are paid on time.
- Advise on effective, tailored payment solutions to sustain tenancies, prevent arrears escalating, and maximise rental income.
- Prepare and pass accounts for write-off in line with policies and procedures.
- Review all customer accounts with credit balances, requesting rent refunds as required.
- Be a great team player, doing what it takes to deliver stellar service for every customer, every time.

## Connect with how you'll do it

### We're looking for someone with:

- Working in an administrative/customer service role.
- Understanding of Housing Benefit and Universal Credit claims.
- Preventing arrears from escalating by following policies and procedures that prevent serious debt and homelessness.
- Proficient IT skills, including MS Excel and Word.
- Negotiation and problem-solving skills.

### It'd blow us away if you had:

- Experience working in a housing or performance management role.

### The key behaviours we expect in the role include:

- Role modelling our values: We know our stuff / We make it happen / We care.
- Demonstrating inclusive behaviours, respecting, and embracing difference and listening to other people's unique perspective.
- Communicating clearly and authentically across different channels, adapting your style and methods to meet the needs of a diverse range of customers and colleagues.
- Acting quickly when things aren't right.
- Resolving issues by being open to new ideas and being flexible and willing to try different things.
- Communicating clearly, concisely, and thoughtfully both verbally and in writing.
- Being a great team player, doing what it takes to resolve queries quickly.
- Effectively planning and prioritising by focusing on the things that will make the biggest difference.
- Making wise decisions and solving problems without over complicating things.
- Putting bags of energy into finding ways of making things better, faster and lower cost.
- Being the best version of yourself in every situation and showing resilience even when it's tough.
- Seizing opportunities by being brave and stepping outside of your comfort zone.
- Building trust by doing what you say you will.

