

# Complex Rents & Former Tenancy Advisor

(Current and former tenancy arrears & parking)

Don't just find a job. Feel it.



As part of our Rents Team, you will use your excellent communication and problem-solving skills to identify and resolve issues that may prevent rent payments. You will support customers in sustaining their tenancies and work with them to address rent arrears, both during their tenancy and after it has ended.

## Connect with what you'll do

### In the role you'll:

- ▶ Works with customers who have significant rent arrears or complex circumstances that affect their ability to pay rent.
- ▶ Investigative barriers to payments, negotiating sustainable repayment arrangements, providing advice and support, liaising with internal and external agencies, and taking appropriate action to minimise arrears while helping customers maintain their tenancies wherever possible.
- ▶ Work with specialist agencies to remove barriers affecting rent collection, negotiating effective outcomes tailored to individual circumstances that sustain tenancies, prevent arrears escalating and maximise income.
- ▶ Prepare and issue rent arrears possession claims, application notices and witness statements, representing RHP Group at court and progressing cases to enforcement action, undertaking appeals, and attending evictions.
- ▶ Liaise with solicitors and legal bodies to resolve, disrepair, vulnerability and housing related issues preventing RHP from receiving rental income.
- ▶ Monitor former and current accounts regularly taking appropriate steps to ensure outstanding balances is paid in full or by affordable repayment agreements before tenancies end.
- ▶ Collaborate with teams across the business to find solutions and resolve customer issues quickly and effectively, keeping customers regularly updated
- ▶ Recommend cases for referral to debt collection agencies, undertaking tracing activity and propose accounts for write off in line with policies and procedures.
- ▶ Signpost customers to external agencies where they experience difficulties with managing their finances and paying their rent.
- ▶ Make sure customer transactions, arrears repayment agreements and rent figures are calculated and recorded on the system accurately.
- ▶ Identify and negotiate effective payment solutions tailored to individual circumstances to maximise current and former tenant rental income.
- ▶ Using performance data, keep up to date with patch arrears movement, identifying areas of focus that drive increased rental income and reduction of rental debt owed.
- ▶ Be brilliant at the basics, knowing your role, your systems, your services and your customers.
- ▶ 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 experience of:

- ▶ Working in a customer service role.
- ▶ Using problem solving methods to resolve complex issues.
- ▶ Preparing legal paperwork and representation at court possession proceedings.
- ▶ Debt recovery across all housing tenure types.
- ▶ Preventing arrears from escalating by following policies and procedures that prevent serious debt and homelessness.
- ▶ Knowledge of benefits.
- ▶ Proficient IT skills, including MS Excel and Word.

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

- ▶ Experience working with management of former tenancy arrears and of the collection processes used.

### 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.
- ▶ Effective planning and prioritising by focusing on the things that will make the biggest difference.
- ▶ Making wise decisions and solving problems without overcomplicating 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.