

Recovery Officer

Team	Customer Finance
Salary	£30,559 to £32,654 per annum
You will report to:	Current Rent Team Leader
You will manage:	N/A

The primary responsibility of the Recovery Officer is to maximise rental and service charge income while supporting customers to sustain their tenancies. You will be proactive and provide early intervention to minimise crisis situations, supporting tenants to maximise their income and be financially responsible.

As a Recovery Officer you will be responsible for ensuring timely collection of rent and service charges for a designated patch of properties. You will take action to ensure any arrears are addressed promptly and take the necessary steps to escalate accounts where needed, ensuring compliance with relevant legislation, policies and procedures.

You will always strive to exceed performance targets, uphold the highest standards and contribute to the organisation remaining a sector leader in rent collection.

Your responsibilities will include:

- ✓ Being responsible and accountable for a designated patch of properties, ensuring timely collection of rent and service charges, and efficient recovery of any arrears
- ✓ Taking appropriate actions within legislation, policies, and procedures to minimise arrears, using innovative solutions to improve customer/tenant contact
- ✓ Maximising tenant incomes and support customers to be financially responsible, especially those who are vulnerable or difficult to engage with
- ✓ Providing early interventions to minimise crisis situations, identifying the right support to manage and sustain tenancies effectively
- ✓ Working with the Current Rent Team Leader to develop and implement improvement plans, and build effective working relationships with other teams to ensure coherent support for tenants
- ✓ Taking ownership of your performance against challenging targets, demonstrating a strong work ethic and positive attitude daily
- ✓ Communicating effectively with a wide range of customers, both verbally and in writing, ensuring excellent customer service is a priority
- ✓ Keeping up to date with current legislation, investing in internal and external training, and demonstrating the ability to learn new information and apply it to real-life scenarios with ease

Recovery Officer

About you:

- ✓ You can demonstrate strong literacy and numeracy skills and the ability to quickly retain new knowledge
- ✓ You have proven experience of delivering excellent customer service
- ✓ You have experience working in performance and customer service-driven roles, such as income collection, housing, or leasehold management
- ✓ You can communicate effectively and recognise the needs of individual customers at all times
- ✓ You are competent and confident using a wide range of computer systems and software
- ✓ You can work flexibly to meet the needs of customers and your team, including interviewing customers in the office, at their home, or over the telephone. Lone visits to customers are an essential part of the role
- ✓ You can work independently and efficiently from home and within an office setting
- ✓ You hold a full UK driving license and have a vehicle available for work purposes.

What we offer:

Pension

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

Annual Leave

26 days, increasing to 28 days after 5 years' service.

Health Cash Plan

Claim back a proportion of your everyday healthcare and medical expenses.

Retail Discounts

Access to discounts providing savings on food and shopping.

Flexible Working

Flexible/Hybrid working, to ensure a healthy work life balance.

Work Pattern

Full Time
37 Hours

Core Values

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 2025



Health &
Wellbeing
Award

