



# Job description

## Senior account manager

### A Basic details

Department: Income and money advice  
Location: Bryer Ash Offices and various locations  
Reporting to: Income and Lettings manager  
Responsible for: N/A

### B Job summary

The purpose of this role is managing a portfolio of rent arrears cases that require senior involvement to prevent customers losing their home and contributing to our neighbourhoods being great places to live.

Representing the organisation in Court, dealing with Solicitors, advocates and other agencies to secure the best outcome for Selwood Housing.

Providing the technical expertise in tenancy law and rent recovery procedures to the Income recovery team, whilst supporting the Income & Lettings manager to drive through excellent customer service with a passion for continuous improvement.

You will be responsive to organisational and customer needs. You will be committed to continuous improvement and effective at managing change. As a Senior account manager, you will be able to identify service improvement opportunities and embed change in to the income team and wider organisation.

### C Specific tasks and responsibilities

#### 1. Control of rent debt

- Manage a portfolio of current rent debt cases, escalated from account managers with agreement, where there could be a breach of court order, breach of warrant suspended on terms, a high value debt, a debt at risk of becoming uncontrollable, or risk of eviction and homelessness.
- Senior escalation point for account managers, supporting and guiding them on their casework.
- Undertaking home visits, to understand and investigate root causes of non-payment, offering support and advice to remedy the court order breach.
- Undertaking phone interviews and office visits to investigate the customer's circumstances.



- Ensure all possession proceedings adhere to pre-action protocols, CPR and legislative requirements.
- Recommending a possession warrant, preparing an accurate report with sound judgment and comprehensive arguments for authorisation by the Income & Lettings manager.
- Dealing with the courts, and all associated paperwork.
- Prepare applications for warrants for eviction.
- Attending court, representing the organisation; preparing and serving witness statements in relation to stay applications.
- Dealing with solicitors and other representatives acting on behalf of the customer, making coherent legal arguments to secure a positive outcome.
- Accompany the county court bailiff at evictions, securing vacant possession for the organisation.
- Recommend by report the serving of section 21 notices requiring possession for rent debt cases where the customer is a starter or assured shorthold tenant; ensuring that notices are compliant and proportionate.

## 2. Universal credit and supporting people

- Have a comprehensive understanding of the benefits system, including Universal Credit and be able to give appropriate advice and support.
- Keep abreast of changes to landlord and tenant law, benefit legislation and regulations, understanding the impact these may have on income and ensuring they are applied.
- To act as key contact for local authority Housing Benefits teams; challenging overpayment, arranging for payment as required.
- Liaise with the relevant council and individual customers concerning Housing Benefit issues, resolving problems where possible.
- Support customers with Universal Credit claims, dealing with Government agencies to help resolve problems. Applying for direct payments to Selwood Housing, including payments to reduce the arrears.
- Visit customers in their homes to support them to maximise their benefits including claims for Universal Credit.
- Provide advice, guidance and support to customers, making sure that important points have been understood and respond appropriately to further enquiries or clarification requests on all aspects of welfare reform, signposting to other agencies where appropriate.
- Assist with applications for Discretionary Housing Payment.
- Assist with the identification, investigation and resolution of benefit problems, including appealing if necessary.
- Discuss payment prioritisation and refer customers to Selwood's tenancy sustainment team or external agencies for budgeting advice.
- Oversee and authorise the payment of Council & DWP invoices relating to the overpayments of Housing Benefit & Universal Credit, challenging and liaising with relevant parties to reduce financial loss.



- Ensure liaising with appropriate agencies, including debt advisory services, safeguarding children and adult social care, also our own tenancy sustainment team, where appropriate. Making reasonable adjustments for vulnerable customers.
- Attend multi agency support meetings to support vulnerable and diverse customers.

### 3. Performance and quality

- Support the income team, colleagues in the wider directorate and business improvement teams to ensure maximum team and individual performance to role out and embed identified improvements
- Contributing to a culture of continuous improvement across the team; leading on implementing initiatives and ensuring that change sticks
- Working with, and be an ambassador for, the Scrutiny team; working with them reviews and implementations of recommendations.
- Ensure team members work cooperatively and collaboratively with other teams.
- Work with colleagues across the group to identify continuous improvement opportunities
- Ensure that the delivery of the income and money advice service has a focus on customer service and value for money

### 4. Customer service

- To collaborate across the Group in order to deliver our service offer and achieve continuous improvement.
- Monitor and ensure adherence to Selwood Housing's statutory requirements and service standards.
- Contribute to customer publications and internal communication initiatives.

### 5. Risk management

- To identify and report safeguarding concerns (adults and children) in line with Selwood procedures and local authority practice; to escalate safeguarding concerns where necessary
- To prepare reports for and attend safe guarding meetings where appropriate.
- Maintain knowledge of housing legislation and best practice.
- To contribute to regulatory compliance.



## 6. Working environment

- To undertake flexible working patterns to ensure the service is delivered in the most effective way, which will include working outside core hours and undertake any other duties that may reasonably be required by the income and lettings manager or Selwood Housing.

## 7. Other

- Ensure that Selwood Housing Groups Equality and Diversity policy is fully implemented at all times.
- Ensure that accurate records are kept on warrant applications and evictions for monitoring purposes. Ensure all customer records are properly maintained on Selwood Housing's contact management system.
- Ensure compliance with Selwood Housing's policies, procedures, codes of conduct and initiatives relating to equal opportunities, personal service standards and health and safety.
- Maintaining up to date knowledge of systems and applications
- Contribute to the development of policies and procedures
- Undertake any other duties or projects that may be reasonably required by the Income and Lettings Manager.
- Contribute to news articles and regular communications with residents on income matters, including income sections of the website and our working together magazine.
- Support colleagues with their workload when necessary.
- Manage all aspects of tenant deposit schemes; ensuring that deposits are registered (with the deposit protection service); and compliance with current regulation, legislation or best practice.
- Refund or dispute customer's deposits upon them vacating the property.
- Approve rent refunds on a weekly basis

### **D Budgetary control**

None.

### **E Flexibility**

The post holder may be expected to work a variety of portfolios of work and may be allocated to any of the service portfolios within Selwood Housing for short periods or on a permanent basis.

No job description can cover every issue which may arise within the post at various times, and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.



## **F Health and safety**

All employees have a statutory duty to look after their own safety and to give due consideration for the safety of others. Employees also have specific responsibilities as set out in the company health and safety policy.

## **G Equality & diversity**

All employees must comply with the company equality and diversity policy, ensuring that at all times behaviour is fair and non-discriminatory.

## **H Person Specification**

Please continue to scroll down to view the person specification.



## Person specification

	Essential	Desirable	How evidenced/tested?
<b>Qualifications</b>	GCSE Maths and English at level C or above or equivalent	Higher education qualification	
		CIH qualification (full or part) or other qualification in tenancy and housing management law	
<b>Experience</b>	Experience in an income recovery/financial inclusion role, ideally with people on low incomes	Experience of debt recovery or housing management within the Social Housing sector.	
	Experience of giving benefit advice		
	Knowledge of the welfare benefit system	Experience of working in a Universal credit full service area	
<b>Technical ability</b>	Expertise in housing and tenancy law and approaches to rent arrears recovery for all tenancies		
	Proven track record in controlling rent arrears and driving them down	Proven experience of managing complex arrears cases involving multiple issues and agencies	
	Expertise and demonstrable knowledge of financial inclusion issues and how this can influence rent arrears recovery		
	Knowledge of the regulation regarding tenant's deposits	Experience of registering a tenant's deposit with a deposit service provider	
	Sound demonstrable knowledge of all legal and court proceedings pertaining to rent arrears recovery		
	Sound, up to date working knowledge of housing benefit,	Expertise in Universal credit,	



	<b>Essential</b>	<b>Desirable</b>	<b>How evidenced/tested?</b>
	Universal Credit and other state benefits	having the ability to share their knowledge and train others	
	Knowledge of proposed benefit changes, and an appreciation of how this could affect customers and housing providers		
<b>Case management</b>	Proven ability for monitoring casework, organising and prioritising where necessary	Experience of representing a Housing Association at eviction hearings.	
	Proven ability to prepare legal cases and represent them in court for the recovery of rent arrears		
	Ability to maximise use of information technology to pursue aims and make decisions efficiently and effectively		
<b>Cross Working</b>	Ability to develop and maintain relationships with external agencies such as Housing Benefit, Universal Credits and the court service		
<b>Skills</b>	Excellent written and verbal communication	Ability to present complex but coherent arguments.	
	Ability to work well with numbers and statistics		
	Excellent customer care and interpersonal skills.		
	Ability to deal with demanding and challenging people in difficult/sensitive situations and with enquiries from customers about financial matters in a fair and consistent way.		
	Able to meet targets and deadlines in a pressurised environment		
	Highly driven to achieve strong		



	<b>Essential</b>	<b>Desirable</b>	<b>How evidenced/tested?</b>
	results and work to high standards		
<b>Other requirements</b>	Able to work outside core hours		
	Hold a full and valid driving licence and access to a vehicle for business use.		