

Role Profile

Job Title	Coordinator - Rent and Revenues		
Reporting into	Rent and Revenues Manager		
Directorate	Neighbourhoods	Working Style	Hybrid/Office
Responsible for	N/A		
Level of Work	Level 1 - Team Member		

Summary of Role:

As a Coordinator for the Rent and Revenues team, you will provide an efficient administration support service to the Income team and coordinate all relevant tasks associated with effectively delivering our service to customers and colleagues across LiveWest.

Key Areas of Responsibility:

- Assist the income team in recovering rent arrears and sundry debts including managing a patch of tenant arrears.
- Assist the Rent and Revenues Manager with the process of registering fair rents.
- Manage current garage rent accounts.
- Process invoices and transfer funds between accounts as needed to include credit refunds.
- Provide a first-line response to both internal and external customers by letter, telephone and email. This includes being responsible for the income email and telephone inboxes and dealing with resultant enquiries.
- Plan and organise the production and postage of the annual rent review letters.
- Notify local authorities of changes in rent and service charges in a timely and accurate manner adhering to data protection regulations.
- Administer the amendments to direct debits following rent and service charge reviews.
- Maintain the Department of Work & Pensions Landlord Portal and complete Social Rented Sector verification forms in a timely and accurate manner.
- Manage computer records upon notification of changes in customer's housing benefit entitlement including contacting the customer to advise.
- Process direct debits including setting up new payments, amendments to existing and chasing unpaid direct debits.
- Assist with administration in relation to ad hoc projects as and when identified.
- Manage distribution of incoming post.
- Process write-off requests for former tenant arrears and sundry debts.
- Work proactively to promote a culture of performance management, seeking to achieve challenging individual and team targets and key performance indicators.
- Treat all customers with courtesy and respect and ensure that their individual needs are met. Be accessible to customers and respond to their enquiries in accordance with LiveWest values.
- Routinely update customer information and actively use it to tailor our services.
- Resolve any complaints or issues raised by customers seek to effectively deal with complaints at earliest opportunity.

- Administer the ending of tenancies to include collaborating with housing management colleagues and ensuring any arrears are cleared.
- Ensure the organisations policies and procedures are adhered to.
- Maintain comprehensive, up to date and accurate records on the internal housing management system.
- Support the Rent and Revenues Manager in any ad hoc or periodic project work including annual rent and service charge reviews.

Skills, Knowledge and Experience:

Skills, knowledge and experience required for a Level 1 - Team Member role, along with the below role specific requirements:

- Ability to collaborate and negotiate with a wide range of internal and external customers.
- Previous experience of working in a housing association or a housing related field. (D)
- Previous experience of working in a customer service environment. (D)
- Ability to manage difficult situations.
- Experience of dealing with the public and experience of working in an office environment. (D)
- Good record keeping and input skills.
- Previous experience in administrating and dealing with complaints, or a demonstration of good customer care skills. (D)

Professional/Vocational/Academic Qualifications:

- Good level of literacy and numeracy.
- CIH relevant qualification, or equivalent expertise through study and experience. (D)

Safeguarding and Lone Working:

- N/A.

Values and Behaviours to be demonstrated in this role:

We are customer focused	We challenge convention	We deliver together
 <p>We are committed to safety <i>We operate safely, and are committed to ensuring the safety and wellbeing of others</i></p>	 <p>We keep learning <i>We know the business, are commercially astute and an SME in our field</i></p>	 <p>We manage ourselves <i>We take accountability for our own performance and actions</i></p>
 <p>We listen and take account of customer views <i>We put the customer at the heart of what we do</i></p>	 <p>We do the right thing <i>Operates fairly and respectfully, expects the same from others, and focusses on the right stuff</i></p>	 <p>We collaborate with others <i>Works effectively with others to achieve goals</i></p>
 <p>We get things done <i>We have personal drive and deliver to a high standard, on time</i></p>	 <p>We innovate and improve <i>We constantly seek to improve the way we do things</i></p>	 <p>We lead and inspire <i>We get the best out of others by providing strong and flexible leadership</i></p>

You are expected to work within the guidance set out in LiveWest's policies and that you comply with the confidential nature of some processes in line with the General Data Protection Regulations 2018. Confidentiality can only be maintained when someone is not at risk. Any child protection or vulnerable adult concerns should be reported to the line manager immediately.



We communicate effectively

We ensure effective flow of information and ideas

The above criteria are considered essential unless indicated as desirable (D)

Please refer to the levels of work framework for the generic responsibilities, experience, skills and qualifications required for all roles at this level.

This list is not exhaustive and you will be expected to perform different tasks as necessitated by your changing role within the organisation and overall business objectives and values of LiveWest.