

## ROLE PROFILE

<b>Role Title:</b>	Dialler Income Officer
<b>Department:</b>	Customer & Communities - Income Team
<b>Role Purpose:</b>	The purpose of this role is to support the Rent Payment Officers by being the key point of contact for customers, over the phone, via email and SMS, with low level arrears. You will negotiate the repayment of rent debt, ensuring income is maximised for Midland Heart, whilst delivering an excellent customer service.
<b>Reporting to:</b>	Dialler Team Leader
<b>Responsible for:</b>	No line reports
<b>Disclosure level:</b>	Standard
<b>Role Level:</b>	<u>Frontline Worker</u>

<b>Key Role Responsibilities</b>	<p>A commitment to customer-focused service delivery.</p> <p>Strong negotiation skills to maximise income collection.</p> <p>A good level of numeracy and attention to detail.</p> <p>Good interpersonal and communication skills.</p> <p>Good time management skills, with the ability to prioritise particular tasks.</p> <p>Ability to work on own initiation and as part of a team.</p> <p>To be the first point of contact for customers with arrears, who telephone and/or SMS Midland Heart's income services team.</p> <p>To embrace our outbound technology to assist maximisation of income collection and adhere to all process and regulatory requirements.</p> <p>To negotiate affordable repayment agreements with customers, paying particular attention to personal circumstances and level of income.</p> <p>Promote payment by Direct Debit wherever possible.</p> <p>Accurately update and maintain computer records of recovery action taken on Northgate, and ensure wrap up time is kept to a minimum.</p> <p>Generate outbound calls to follow up rent arrears, and return Customer calls within agreed timescales.</p> <p>To set up Direct Debit instalments via allpay and to order rent cards for customers.</p> <p>Arrange for credits to be refunded, ensuring relevant checks are done with housing benefit/DWP for any overpayments of housing benefit or universal Credit.</p> <p>Deal with difficult customers in a professional and calm manner, escalating any concerns to the Dailler Team Leader.</p>
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	<p>Carry out specific tailored arrears work where increasing trends have been identified.</p> <p>Assist with general postal duties to include collection and distribution of post.</p> <p>To correspond with relevant partners, both internal and external, in connection with notifications of housing benefit/ universal credit entitlements, overpayments and cancellations. Also, where applicable to inform the customer of any changes to their claim.</p> <p>Advise Midland Heart Customers on the elements of the Welfare Reform that affect their ability to sustain their tenancy.</p> <p>To support tenancy sustainability by providing basic debt and benefits advice and linking in to internal and external money advice services.</p> <p>Work in-line with agreed KPIs, and keep call time to a minimum to maximise income collection whilst maintaining high levels of customer service.</p> <p>Work flexibly within the requirements of the role. This may include working a shift pattern between 8.00am and 7.00pm for 5 days per week, Monday to Saturday.</p> <p>Ensure that adherence is given to the Data Protection Action. In particular ensure that appropriate security checks are undertaken before speaking to a customer.</p> <p>All staff have a responsibility to ensure any concerns are reported, which may include using the whistle-blowing policy and procedure where appropriate.</p> <p>Attend, prepare documentation and contribute to regular one to one meetings and annual review with line manager.</p> <p>Develop and maintain professional relationships with customers and external agencies.</p> <p>Liaise with internal departments to resolve any customer queries.</p> <p>Be responsible for the health, safety and welfare of yourself and others at work and to undertake the health and safety duties outlined in the Midland Heart Health and Safety Policy commensurate with this position.</p> <p>Observe Midland Heart's Code of Conduct and report any breaches to line manager.</p> <p>Attend any required internal and external training.</p> <p>Promote and uphold Midland Hearts policy on equal opportunities.</p> <p>To comply with reasonable management requests and undertake other duties commensurate with the grading of the post, as may be required from time to time.</p>
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<b>Education, Qualifications and Training</b>	<p>Minimum of 5 GCSEs or equivalent including Maths and English.</p>
<b>Knowledge and Experience</b>	<p>Experience of negotiating and collecting debt.</p> <p>Experience working within KPIs and/or towards set targets.</p> <p>Experience of using a computer system to manage casework and monitor rent accounts, and use excel spreadsheets to manipulate relevant data.</p> <p>Experiencing of dealing with customers over the phone, including difficult customers.</p> <p>Experience of communicating with people at different levels.</p> <p>To demonstrate a working knowledge of Microsoft office and case management systems.</p> <p>Understanding of and commitment to the principles of equality and diversity.</p> <p>Knowledge of the Data Protection Act in relation to the storage of customer's personal details and in relation to giving information to external sources.</p> <p>Knowledge of the recent changes to welfare reform including Under Occupation Charges, the Benefit Cap and Universal Credit.</p>
<b>Role Specific Skills &amp; Behaviours</b>	<p>Possess excellent negotiating skills and telephone manner.</p> <p>Be able to prioritise workload.</p> <p>Possess excellent interpersonal skills, with the ability to communicate at all levels with both internal and external customers.</p> <p>Be able to work using own initiative to resolve problems Have a diplomatic approach to problems and ability to handle difficult situations.</p> <p>A methodical, organised approach to work and self-motivation to complete tasks to the required quality and within timescales.</p> <p>Be committed to giving all customers a good quality service regardless of age, disability, ethnicity, religion or belief, marriage or civil partnership, gender reassignment, marriage or paternity status, gender or sexual orientation.</p> <p>Behaviours must be in line with Midland Heart's Code of Conduct A flexible approach to working patterns, with the flexibility to work between 8.00am and 7.00pm Monday to Saturday.</p> <p>That you are a team player, willing to be flexible in your approach to work to make sure that business objectives and customer needs are met.</p> <p>Have a polite and professional manner at all times.</p>

