

## Role Profile

<b>Role Title:</b>	Dialler Income Officer
<b>Department:</b>	Customer & Communities – Income Team
<b>Role Purpose:</b>	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>	None
<b>Disclosure level:</b>	Standard
<b>Role Level:</b>	Frontline Worker

<b>Key Role Responsibilities</b>	<ul style="list-style-type: none"> <li>• To be the first point of contact for customers with arrears, who telephone and/or SMS Midland Heart's income services team.</li> <li>• To embrace our outbound technology to assist maximisation of income collection and adhere to all process and regulatory requirements.</li> <li>• To negotiate affordable repayment agreements with customers, paying particular attention to personal circumstances and level of income.</li> <li>• Promote payment by Direct Debit wherever possible.</li> <li>• Accurately update and maintain computer records of recovery action taken on Northgate, and ensure wrap up time is kept to a minimum.</li> <li>• Generate outbound calls to follow up rent arrears, and return Customer calls within agreed timescales.</li> <li>• To set up Direct Debit instalments via allpay and to order rent cards for customers.</li> <li>• Arrange for credits to be refunded, ensuring relevant checks are done with housing benefit/DWP for any overpayments of housing benefit or universal Credit.</li> <li>• Deal with difficult customers in a professional and calm manner,</li> </ul>
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	<p>escalating any concerns to the Dialler Team Leader.</p> <ul style="list-style-type: none"> <li>• Carry out specific tailored arrears work where increasing trends have been identified.</li> <li>• Assist with general postal duties to include collection and distribution of post.</li> <li>• 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.</li> <li>• Advise Midland Heart Customers on the elements of the Welfare Reform that affect their ability to sustain their tenancy.</li> <li>• To support tenancy sustainability by providing basic debt and benefits advice and linking in to internal and external money advice services.</li> <li>• Work in-line with agreed KPIs, and keep call time to a minimum to maximise income collection whilst maintaining high levels of customer service.</li> <li>• Work flexibly within the requirements of the role. This may include working a shift pattern between 8.00am and 7.00pm for 6 days per week, Monday to Saturday. Your base will be where the majority of your team are located, but you will be required to travel regularly to other locations where your team is based.</li> </ul>
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<b>Education, Qualifications and Training</b>	<ul style="list-style-type: none"> <li>• Minimum of 5 GCSEs or equivalent including Mathematics and English.</li> </ul>
<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>• Experience of negotiating and collecting debt.</li> <li>• Experience working within KPIs and/or towards set targets.</li> <li>• Experience of using a computer system to manage casework and monitor rent accounts, and use excel spreadsheets to manipulate relevant data.</li> <li>• Experiencing of dealing with customers over the phone, including difficult customers.</li> <li>• Experience of communicating with people at different levels.</li> <li>• To demonstrate a working knowledge of Microsoft office and case management systems.</li> <li>• Understanding of and commitment to the principles of equality and diversity.</li> </ul>

	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Knowledge of the recent changes to welfare reform including Under Occupation Charges, the Benefit Cap and Universal Credit.</li> </ul>
<b>Role Specific Skills &amp; Behaviours</b>	<ul style="list-style-type: none"> <li>• Good time management skills, with the ability to prioritise particular tasks.</li> <li>• Ability to work on own initiation and as part of a team.</li> <li>• Possess excellent negotiating skills and telephone manner.</li> <li>• Be able to prioritise workload.</li> <li>• Possess excellent interpersonal skills, with the ability to communicate at all levels with both internal and external customers.</li> <li>• Be able to work using own initiative to resolve problems</li> <li>• Have a diplomatic approach to problems and ability to handle difficult situations.</li> <li>• A methodical, organised approach to work and self-motivation to complete tasks to the required quality and within timescales.</li> <li>• 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.</li> </ul>