

Job Title: Early Interventions Specialist		Business: Operations		Tier: 6	
Reports to: Customer Accounts Manager		Responsible for: N/A			
Purpose of role: To work within the Customer Accounts team to effectively manage lower-level arrears cases and carry out other key administrative duties to protect Onward’s income and maximise performance and help to sustain our customers’ tenancies.					
Responsibilities			Skills/Experience		
Rent and Service Charge Accounts and Sundry Debts Management of rent and service charge accounts up to court level for all tenures across Onward Homes, Contour Property Services and S4B. Assist with tenancy sign-ups, informing customers of required payment in advance and their responsibility for ongoing payments. Where applicable, provide basic welfare benefit advice and liaise with local HB/DWP services when required. Ensure customers and former customers are contacted via various methods at the appropriate times to secure payments and maintain high income collection; using technology effectively to make sure we’re having the right conversation with the right customers at the right time. Take accountability for handling income related inbound and outbound customer interaction via various channels, working collaboratively with the Customer Services Team Play a key role in the achievement of the team KPI’s by taking ownership for your own personal performance to achieve targets. Working proactively with colleagues to achieve high levels of performance and seek out opportunities for efficiencies. Take responsibility for administrative income related tasks. Legal Action Ensure action taken complies with pre-action protocols and Equality Act requirements prior to hand off to the Customer Accounts Specialist where applicable. Welfare Benefits Provide accurate advice and assistance to maximise income for customers. Refer customers to internal and external agencies as appropriate. Collaborative Working Work effectively with internal service areas to deliver a holistic package of housing related services to customers and maintain high income collection. Work with external agencies to achieve the best outcome for the customer and the business. Customer Service Deliver excellent customer service to our customers on a consistent basis; offering a bespoke tailored service to ensure high levels of satisfaction and outcomes, whilst adhering to the Customer Charter and delivering the quality of service set out in the Onward Style Guide			Essential: - Willingness to develop knowledge and awareness of related housing regulations/ law. - Ability to take an assertive yet supportive approach to negotiate successful outcomes for Onward, Contour Property Services, S4B and their customers. - Demonstrates high levels of motivation and resilience combined with enthusiasm, commitment and a curious, inquisitive approach to challenge and seek continuous improvement. - Experience of delivering high levels of Customer Service. - Experience of liaising with external partners. - Ability to adapt to change to improve performance. - Competent user of technology with an understanding of its role in communication and driving business success. - Good understanding of the social, economic and political context in the neighbourhoods in which we operate. - Excellent written and oral communications skills, conveying information in a suitable and relevant way. - IT skills – Microsoft office to Intermediate level. Desirable: - Proven track record in debt collection with excellent negotiation skills. - Experience of working with specialist income areas e.g., Supported, Former Tenant Arrears, Leasehold, Commercial and Sundry Debt. - Good working knowledge of welfare benefits		
			Qualifications		
			Essential: - Educated to GCSE standard or equivalent qualification/ experience. Desirable: - Relevant professional qualification e.g., CIH. - GCSE English and Mathematics at Grade C or equivalent.		
Values			Other		
Our Values of Respect , Creativity and Excellence are a key element of our organisational culture. They set out our expectations and are an integral part of all our roles. We are: RESPECTFUL to our customers and each other CREATIVE in our approach and ambition EXCELLENT at delivering meaningful services to our customers			A Full UK Driving Licence and access to your own car		No
			Mobile working required		Yes
			Other		Occasional working outside regular office hours

You are also required to undertake any other duties including Health & Safety and compliance within your capabilities as maybe reasonably required.