



JOB DESCRIPTION

A BASIC DETAILS

JOB TITLE:	Income Administrator
FULL /PART TIME:	Part time (17.5 hours per week)
LOCATION:	Newlon House, London (no hybrid working – office based)
SALARY:	£12,897 pa plus up to 5% PRP bonus
REPORTING TO:	Tenancy Compliance Manager
RESPONSIBLE FOR:	No staff reporting to this post

B MAIN OBJECTIVES

The Income Administrator will assist the Income team to provide support with the functions of rent and other debt monitoring and collection.

Newlon Gold is our programme of service change and improvement based on the objectives of reliability, consistency and speed as well as respect and empathy for the individual customer. All staff will put customer service at the heart of their work by building the standards and objectives of Newlon Gold into their daily activities and behaviour.

All post-holders are expected to take ownership and responsibility for the issues under their control and prioritise workloads or resources to deliver quick solutions to our customers. They will work collaboratively across teams and departments to deliver the highest standards of service to our residents.

C SPECIFIC TASKS AND RESPONSIBILITIES

<u>Key Tasks and Responsibilities</u>		<u>Performance Standards</u>
1.	To assist in providing an effective and efficient debt recovery service to the organisation, to assist with the collection of current and former tenant debt by referring and liaising with debt collection agencies and processing accurate and up to date administration records and systems.	<ul style="list-style-type: none">• High level of accuracy and numerical skills• Attention to detail• All calls and enquiries handled in accordance with policies and procedures.• Assist with early contact to recover arrears of existing, former tenants and other sundry debts• Provide cover and contribute to team.• Contribute to team goals• All administrative records and information processed promptly and accurately• High degree of accuracy regarding the location and content of information.• Information relating to tenants, clients and other customers maintained confidentially• Performance indicators being met

2.	To assist in establishing positive relationships with residents	<ul style="list-style-type: none"> • Respond to and or flag emails/letters answer phone. • Print documents /scan and save to shared systems. • Attend meetings with team members when required. • Adhere to Newlon's customer standards –Newlon Gold. • Dealing with internal queries from other departments. • Arrange meetings and take minutes.
3.	To contribute to maintaining an effective work-place	<ul style="list-style-type: none"> • All aspects of corporate policies, such as Health and Safety, Diversity, Sustainability and Data Protection adhered to • Newlon Gold values of customer service (responding to requests being clear and checking you got it right) applied to internal and external customers • Objectives of reliability, consistency, speed and awareness built into all activities • Newlon Gold behaviours of working together, solving problems, taking ownership and customer focus built into all activities • Collaboration across teams actively promoted at all times • Implement and comply with all Newlon policies and procedure including equal opportunities, customer service standards and health and safety. • Participate effectively in meetings. • Arrange team rotas <p>Provide assistance to the Team</p>

4.	To take personal responsibility for financial aspects of own areas of work.	<ul style="list-style-type: none"> • Own areas of work carried out with accuracy and in a timely fashion. • Liaison with internal and external customers, solicitors and other agencies carried out with due regard for Newlon policies and procedures and legislative requirements. • Performance indicators being met.
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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.