



JOB DESCRIPTION

A BASIC DETAILS

JOB TITLE:	Income Coordinator
FULL /PART TIME:	Part time 0.8 FTE
LOCATION:	Newlon House, London (no hybrid working – office based)
SALARY:	£24,509 per annum and eligibility to earn up to 5% performance related pay bonus
REPORTING TO:	Income and Investigations Manager
RESPONSIBLE FOR:	No staff reporting to this post

B MAIN OBJECTIVES

The Income Co-Ordinator will take proactive responsibility for monitoring, managing and collecting lower level, early stage, former tenant and sundry debts such as major works and S20 debts, utility and commercial debts - ensuring proactive contact, engage in good communication and ultimately, full recovery. The post holder will provide support to the Income and Investigations team including but not restricted to taking minutes, arranging meetings, managing post streams, scanning and saving of documents in share point in a timely way.

The 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.

The post holder will have excellent organisational skills and be able to manage a varied workload with multiple and competing deadlines.

C SPECIFIC TASKS AND RESPONSIBILITIES

<u>Key Tasks and Responsibilities</u>		<u>Performance Standards</u>
1.	To provide an effective and efficient and well co-ordinated debt recovery service to the organisation by taking responsibility for monitoring, managing and collecting lower level early stage, static, sundry, section 20 and other including former tenant debts, whilst ensuring effective liaison with residents and partners such as debt collection agencies and internal depts – ensuring all administration records and systems are maintained accurately and promptly	<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.• Make early contact to recover arrears of existing, former tenants, major works, section 20, utility, commercial and other sundry debts.• Provide cover and contribute to team effectiveness and monitoring.• Contribute to team goals• Maintain 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

		<ul style="list-style-type: none"> • Performance indicators being met
2.	To establish positive relationships with residents	<ul style="list-style-type: none"> • Respond to emails/letters answer phone. • Print documents /scan and save to shared systems. • Organise and attend meetings with team members. Take minutes and circulate accordingly • Adhere to Newlon's customer standards –Trust Newlon. • 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 • Trust Newlon 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 • Provide assistance to the Team.
4.	To take personal responsibility for financial and all 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.
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.		