

# Rent Recovery Officer Job Description

## Our Vision

We provide  
excellent  
services to  
customers

and build  
new homes  
to help more  
people.

We make  
sure our homes  
are safe and  
sustainable

and strive to do  
more by making  
the most of our  
resources.

---

## About Paradigm Housing Group

Paradigm Housing Group is one of the South East's leading housing providers. We manage over 17,000 homes across 30 different local authorities.

At Paradigm, we work hard and strive for excellence. In return we offer a great place to work and an attractive range of benefits, including a Health Cash Plan, bonus potential, competitive pension options and 25 days holiday plus 3 days closure at Christmas.

We welcome applications from all sections of the communities we work in.

### Our Values

#### Safer Together

The safety of our customers, colleagues and ourselves is a priority in everything we do.

- Putting safety first •

#### Driving Improvement

We seek to do things better and deliver value to our customers.

- Commercial and financial awareness • Change and innovation • Delivery focus •

#### Being Clear

We will communicate in a clear and consistent manner so that our customers, colleagues and stakeholders understand the high standards that we work to.

- Managing information • Communication • Planning and organisation •

#### Acting thoughtfully

We make ourselves aware of our customers' and colleagues' circumstances and consider this thoughtfully and respectfully, and with attention to the impact on the environment when taking action.

- Involvement and inclusion • Customer focus • Integrity and respect •

#### Working As One

We work collaboratively with others and take personal responsibility for delivering outcomes for our customers, colleagues and stakeholders.

- Teamwork and collaboration • Developing self and others •

---

## **PARADIGM HOUSING GROUP LIMITED**

### **JOB DESCRIPTION**

**POST:** Rent Recovery Officer

**Direct Reports:** None

**Regular Contacts:**

External: Residents, Local Authorities, Housing Benefit Departments, DWP & Universal Credit, Support Teams, Solicitors, County Courts, Social Services, Police.

Internal: Senior Income Recovery Manager, Rent Recovery Manager, Rent Recovery Officers, Customer & Neighbourhood Officers, Tenancy Sustainment & Support, Lettings and allocations, Finance and Customer Services.

**RESPONSIBLE TO:** Rent Recovery Manager

**JOB PURPOSE:** To reduce current tenant arrears levels within assigned patches, having regard to the aim of sustaining tenancies.

**KEY ACCOUNTABILITIES:**

- Provide a responsive and efficient rent collection service using various contact methods which include telephone, letter, email, text and face to face.
- Support tenants with advice on how to maximise their income (including benefits and discretionary housing payment) and encourage them to prioritise debt, signposting relevant support services.
- Verify Universal Credit claims and effectively managing Alternative Payment Arrangements.
- Carry out affordability assessments for new customers as part of Paradigm's pre tenancy checks.
- Participate in a duty rota to provide cover during normal office hours.
- Build good relationships with our Local Authority partners and Universal Credit to ensure benefit income is maximised; and to assist with homelessness prevention.
- Liaise with Customer & Neighbourhood Officers to ensure a consistent approach across teams and deliver excellent customer service.
- Provide regular reports to managers on rent arrears levels and trends.
- Serve appropriate notices for rent arrears.
- Keep informed of changes in legislation for all benefits, the court process and protocol, and all changes to Paradigm's policies and procedures.
- Effective and timely use of Possession Claims Online (PCOL), Frameworks, IT systems, tools and facilities.
- Attending court on behalf of Paradigm for rent possession claims.
- Prepare reports for warrant approval.
- Prepare and carry out evictions alongside the bailiff, and the Customer & Neighbourhood Officer ensuring a lock change is arranged.

**LEVEL OF AUTHORITY:**

The post holder will be expected to arrange repayment agreements; decide

---

when cases will be submitted to court; and decide when to seek approval in applying for a Bailiff's warrant.

Following a period of training, the post holder will be required to make informed decisions at Court which directly affect Paradigm's reputation and could result in a tenant being made homeless. They will need to understand the different types of tenure and ensure that appropriate Notices and Court applications are made, on-line or manually.

The post holder will need to identify where help services are required, liaising with Local Authorities, DWP & Universal Credit, Customer and Neighbourhood Officers and the Tenancy Sustainment and Support Team. They will be required to work alone in some circumstances and will be expected to deal effectively with any health and safety concerns.

The post holder must be flexible and available to attend court hearings, including short notice applications to suspend warrants of eviction, making appropriate arrangements if unable to attend.

#### **REQUIRED OUTCOMES FROM POST**

Success in this post will be measured by:-

- Rent arrears collection as a percentage of the annual rent debit and other targets agreed between the post-holder and their line manager.
- Case management and collaborative working.
- Demonstration of Paradigm values and customer care standards at all times.

#### **PERSON SPECIFICATION**

- Educated to A level or equivalent standard or equivalent experience (E)
- Experience of working in social housing sector (E)
- A high level of numeracy and literacy (E)
- Strong IT skills (E)
- A good knowledge of county court protocol and tenancy legislation (P)
- Strong time management skills in order to manage competing priorities. (E)
- A good knowledge of DWP benefits including Housing Benefit and Universal Credit (E)
- Knowledge of housing tenures including shared ownership, leaseholder, temporary housing, assured, assured shorthold and secured tenancies. (P)
- Experience of attending court for rent arrears (P)
- Assertive and confident telephone manner, letter writing and negotiation skills.(E)
- Able to effectively communicate and negotiate with residents, LA partners and solicitors, especially in difficult situations. (E)
- Efficient, organised approach (E)
- Driving licence and access to a vehicle for business use (E)
- A clear Disclosure and Barring Service (DBS) check (E)