

## Rent Lead

Reports to: Housing Manager

**The part I play at Flagship Group to help solve the housing crisis is:** to promote tenants maintaining a credit balance, preventing debt, and supporting tenants out of rent debt.

I will lead and develop a team of Rent Account Advisors to deliver excellent customer service and support the Head of Housing to deliver our housing strategy and our vision, Housing Made Simple. I will support the Housing Manager by being a subject matter expert, acting as a point of contact for the wider rent team, and undertaking project work. I will also manage my own caseload making proactive contact with tenants who have missed rent payments or who are at risk of falling into rent debt. I will support tenants by completing expenditure forms and gaining insight into their individual circumstances, allowing me to support them by putting realistic action plans into place. I will ensure a continued dialogue with tenants through effective case management until such a time that their rent account is in advance/no longer at risk of falling into debt. I will keep accurate records of all communications and actions.

I will give advice on welfare benefits and help tenants to complete application forms for benefits and signpost to benefit agencies where required. I will work collaboratively with other teams across the business to address issues such as property condition, anti-social behaviour and outstanding repairs.

### My skills and experience

**include:** I am able to lead and develop a team, ensuring they have the skills, knowledge, and resources to carry out their roles.

I will have housing management experience, preferably in social housing and experience working in a customer focused environment.

I can analyse and interpret data to understand and improve performance and I can demonstrate experience in effective performance management.

I have exceptional communication skills with the ability to deliver complex and difficult messages in a simple and engaging way.

I am proficient in both numeracy, literacy and systems skills.

I can also confidently prioritise and manage my own case load based on urgency and work as part of a team to ensure workload across the team is managed.

### The skills I will develop

**include:** I will build relationships across the wider organisation and external partner agencies and develop my influencing and communication skills

I will build on my existing knowledge in this field and become the subject matter expert gaining an in-depth knowledge of the Housing sector and Housing Law whilst working in a regulated environment.

I Will demonstrate continuous improvement, delivering an operational service against a strategy and shaping the future direction.



### Flagship Group Values:

