

# Rent Account Manager

Reports to: Housing Team Manager

## The part I play at Flagship Group to help solve the housing crisis is:

to support tenants to sustain their tenancy and help prevent rent debt. I am responsible for the proactive and effective collection of rent within the Victory Homes area. I will work with tenants in their home on a 1-2-1 basis when required.

I am here to ensure tenants are managing their rent accounts in the best way they can and to deliver outstanding customer service and support when it's needed. I set up regular rent payments and prevent debt from reoccurring. I work closely with our tenants, understanding the cause of their debt and locating the relevant support agencies and partners to help them.

I support my manager to lead on our vision, Housing Made Simple, to make it as easy as possible for tenants to rent their homes whilst ensuring we are compliant with the law, legislation, and Flagship's policies and procedures.

### My skills and experience include:

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

I can listen and empathise in order to act in our tenants' best interest.

I am proficient in both numerical and systems skills.

I can also confidently prioritise and manage a case load based on urgency.

The required qualification for my role is to be educated to GCSE or equivalent standard or qualified by experience in a similar role.

I also hold a full UK driving licence.

### The skills I will develop include:

I will enhance knowledge of debt management.

I will develop an in-depth knowledge of the Housing sector and Housing Law whilst working in a regulated environment.



## Flagship Group Values:

