

# Rent Account Advisor

Reports to: Housing Manager

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

To work as part of a team to ensure rent accounts are paid in advance and help tenants by supporting them to get out of rent debt. This will reduce our rent debt as a business, reducing the number of tenants that are in debt, the length of time they are in debt and increase the number of tenants paying in advance. I will make 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, gaining insight into their individual circumstances, allowing me to support them by putting realistic action plans into place. I will ensure there is a continuous 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.

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:

Working in a customer focused role either face to face or over the telephone

I am skilled communicator with excellent numeracy and literacy skills. I have the ability to remain calm and deescalate difficult conversations.

I am proactive and can balance a varied workload and use date to understand demand and prioritise workload.

Ideally i have worked in debt recovery or in a financial support role.

## The skills I will develop include:

Enhancing both my communication and influencing skills.

I will have the opportunity to build relationships both within and outside of the business whilst expanding my knowledge of the Housing sector and working in a regulated environment. I will also be supported to review processes and suggest new ways of working.



## Flagship Group Values:



Relentlessly Improving Performance

