



**Melton
Borough
Council**

Job description

Job title: Former Tenant, Service Charge and Leaseholder Officer

Post No:

Grade: 7

Directorate: Housing and Communities

Reports to: Senior Income Officer

Purpose of the job

To provide dedicated lead and support in collection and processing of former tenant arrears. Making clear and decisive decisions on cases so that they can be processed in the correct manner.

To lead on the small number of leaseholder properties, lead on the setting of annual billing, and support the Tenancy Services Manager in the setting of our annual service charges.

Main areas of responsibility

1. Be a key point of contact for queries relating to the collection and recovery of the former tenant arrears and leaseholder enquiries.
2. Manage former tenant arrears and rechargeable invoices, collect outstanding amounts, and take necessary enforcement actions.
3. To prepare cases for referral to legal for action as necessary and ensure that action is appropriate and as a last resort.
4. Make decisions on how and when to issue refunds for customers in credit, raising the refunds accordingly where appropriate.
5. Where a debt is uneconomical or unable to be collected prepare a write off list for consideration and where approved action the write off on the finance system accordingly.

6. To provide a high-quality service for our leaseholders ensuring they are managed in accordance with the terms of their leases, legislation, and best practice.
7. To undertake the annual billing of leaseholders and associated leaseholder tasks and enquiries to maximise revenue.
8. In collaboration with Tenancy Services Manager and Finance colleagues, calculate annual service charges to produce estimated and actual invoices which are accurate, reasonable, and in accordance with legislation and local procedures and policies.
9. To collate all financial records pertaining to communal and structural expenditure in relation to property service charges and be responsible for the high level of accuracy and maintenance of financial information provided for the calculation of service charges.
10. To ensure the council maximises income collection adhering to all financial regulations. To negotiate and monitor special arrangements for repayment of debts in line with council policy and procedures.
11. Provide exceptional customer service at all times, whether by telephone, letter, e-mail, face-to-face, or any other method.
12. Accurately and fully maintain, update and record all customer enquiries on the relevant back-office systems. Maintain accurate computer records to a very high standard. Be able to update customers on the progress of their payments and status of their accounts. Interrogate back-office systems to resolve customer queries.
13. Assist with the preparation and presentation of reports, statistics and returns e.g. write-off and arrears reports
14. To undertake such duties as may be directed by the Senior Income Officer or Tenancy Services Manager.

Values

To promote and ensure our values are embedded in all aspects of service delivery and partnership working:

- **We Care:** Valuing others and developing ourselves; committed and passionate about what we do.
- **We Innovate:** Ambitious, creative, and resourceful; putting customers first and learning from feedback.
- **We Achieve:** Taking responsibility and seeking excellence; always proud to serve.

Health and Safety

To take reasonable care for the health, safety and well-being of yourself and others who may be affected by acts or omissions at work.

Equality

Melton Borough Council has a moral and legal duty to demonstrate fairness to our community, service users and staff. We aim to ensure our services are accessible to everyone and that our employment practices are barrier free and provide equal opportunities for prospective and current employees.

Criminal background check

Safeguarding children and adults are of utmost importance at Melton. This role has been identified as requiring a Disclosure and Barring Service (DBS) check. It is an obligation to disclose any cautions, reprimands or convictions and to update your manager of any changes to your status while employed.

The responsibilities and duties listed above will vary from time to time without changing the character of the post or the level of responsibility entailed. You will be expected to adopt a flexible approach to ensure the efficient and effective implementation of relevant projects, programmes, policies, and procedures.

Person specification

Qualifications and Professional Development

- GCSE Maths and English or equivalent.
- Commitment to ongoing professional development to enhance skills and knowledge to housing and tenant engagement.

Experience

1. Experience of preparation of annual leaseholder property accounts, service charges, and adjustment calculation.
2. Experience of working in a financial environment conducting a range of financial administrative functions.
3. Has experience in customer communications and is able to be responsive, and co-operative with customers.
4. Able to empathise, communicate and work with those with complex backgrounds.
5. Has a good understanding of debt awareness and knowledge on the effects of debt and the services available to support and signpost customers who need help with their finances.

Skills and Knowledge

1. Proficient level of IT skills - MS Office
2. Excellent communication skills, both verbal and written, with people of all ages and at all levels and abilities, including with persons of a diverse ethnic or cultural background.
3. Ability to organise and prioritise personal workload, and to work with minimal supervision.
4. Ability to negotiate in what may sometimes be difficult and/or sensitive circumstances.

5. Ability to set up and review detailed processes in accordance with legal requirements.
6. Ability to comprehend and apply legally and technically phrased information and instructions.
7. Ability to understand and work towards personal and team targets.
8. Able to remain calm and react professionally to regular interruptions and demands.
9. Ability to undertake a diverse range of tasks in high pressurised work situations.
10. Is proactive/self-motivated.
11. Collaborates with employees, colleagues, and customers to resolve problems and implement change initiatives.
12. Ability to maintain confidentiality in accordance with current data protection legislation

Other requirements

1. Ability to work flexibly, including occasional evening meetings or tenant events.