



## **Role: Service Charge Collections Officer**

**Location:** Phoenix House, Castle Street, Dublin

**Reporting to:** Head of Property Services

**Contract:** Temporary [ 6 Month Contract ]

**Salary:** €37,925 - €50,964

**Grade:** Grade 3

**Probation:** 6 months

**Hours:** 39 hours per week over 5 days

**Leave:** 25 days

**Pension:** Available at completion of Probation

**Travel:** The post requires a valid driving licence and the use of a car for business purposes. Mileage Allowance Operates. Class 1 Insurance Required.

CVHA has been a leading provider of social housing in Ireland since 2006 and now manages and/ or owns approx. 1,700 homes in Dublin and surrounding counties. Currently employing 30+ staff, we have an ambitious growth programme in response to the need for more housing for those who cannot afford to provide their own. Our vision is to make a difference by providing quality housing to those in housing need.

CVHA delivers its housing management services in the context of an overarching emphasis on creating tenancies that can be sustained. We deliver our housing management services through two functional teams: one that covers income collection and the other that covers all aspects of tenancy and estate management.

# Role: Service Charge Collections Officer

## Role Overview:

The role of Service Charge Collections Officer is to collect service charges and service charge arrears owing to the organisation and Owner Management Companies as efficiently and effectively as possible. The post holder has significant individual responsibility for managing workload, early identification and intervention within an agreed income management framework.

With regard to service charges, key aims are to prevent arrears, minimise debt by taking early and appropriate action when arrears occur, take possession action as a last resort and to maximise the income of both customers and the organisation.

We take a “support followed by enforcement” approach to income recovery, recognising that some of our tenants may lack experience of managing money or a tenancy or that they may be vulnerable in other ways.

## Reporting to: Head of Property Services

### Key responsibilities:

#### Arrears prevention

- To ensure that all residents understand their responsibility to pay service charges on time.
- Produce and issue Service Charge Statements to residents and VAT invoices for commercial occupiers.
- Collect and process payments relating to Service Charges.
- Refer uncollected debts to the organisations nominated solicitor and administer all necessary correspondence in a timely fashion.
- Liaise with colleagues and engage with Enquiry Agents as necessary.
- Offer advice and debt counselling, referring to specialist providers where necessary.

#### Service charge collection

- In line with CVHA policy and procedure, pursue:
  - o current service charge arrears;
  - o former service charge arrears;
  - o service charges owed where CVHA acting on behalf of the management company;
- Keep full and detailed records of all actions taken and all contact made with customers.
- Liaise with Tenancy services Officers and Property Manager as required to ensure that information is appropriately shared, and the customers receive a seamless service.

- Give accurate advice and information to customers, keeping up to date with best practice and legislative changes.
- Liaise with the finance department to rectify errors or trace missing payments etc.
- Instructing legal action against OMC's debtors and managing the legal action process

### **General**

- Provide all services having due regard to the regulatory framework.
- Ensure that up-to-date and accurate information is maintained on all IT systems.
- Contribute to developing service plans, team and individual targets.
- Attend and positively contribute to team meetings.
- Liaise with Property Manager as required to ensure the information is appropriately shared and that customers receive a seamless service.
- Provide a high-quality, customer-centred service at all times.
- Provide cover for annual leave or sick leave for other team members.
- Carry out all duties observing CVHA's policies and procedures on health and safety, safeguarding, equality and diversity and data protection.
- The Service Charge Collections Officer will report directly to Head of Property Services
- Undertake any other duties that are reasonably commensurate with the level of this post.
- This job description is not intended to be an exhaustive list but indicates the main responsibilities of the post. It will be reviewed periodically to consider changes and developments and of service requirements.

### **Key competencies required in the role**

- **Service charge income management**
- **Customer care management**
- **Delivering against agreed targets**
- **Team working**
- **Excellent time management skills**
- **IT skills [Word, Excel, PowerPoint]**
- **Communication Skills**
- **Brand Integrity**

## Person Specification

Key Skills	Essential	Desirable
Candidates will be shortlisted based on <b><u>illustrating in their application that they fulfil the following criteria.</u></b> Examples that demonstrate the ability to fulfil the criteria should be included as well as the above competencies.		
Education / Qualifications	Essential	Desirable
<ul style="list-style-type: none"> <li>• Third level</li> </ul>		✓
Knowledge / Skills	Essential	Desirable
<ul style="list-style-type: none"> <li>• Demonstrable understanding of the social housing sector</li> </ul>		✓
<ul style="list-style-type: none"> <li>• Demonstrable understanding of best practice in service charge collection</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Understanding of RTB processes and requirements</li> </ul>		✓
<ul style="list-style-type: none"> <li>• Knowledge of welfare benefits</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Ability to prioritise, work to deadlines and meet targets</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Able to form and maintain good working relationships at all levels, internally and externally</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Able to resolve, anticipate and prevent problems</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Able to take responsibility, working independently and flexibly</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Effective negotiating skills</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Excellent communication skills and an open and motivated approach to work</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Excellent organisational skills</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• High level of written English, including ability to write reports and letters</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• High of level of numeracy</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Proficient use of common IT packages, including Microsoft Word and Excel</li> </ul>	✓	
Experience	Essential	Desirable
<ul style="list-style-type: none"> <li>• 2 years min. working in social housing</li> </ul>		✓
<ul style="list-style-type: none"> <li>• 2 years min. working in arrears collection</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• 1 year min. experience of working in a customer service environment</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Experience of working with vulnerable customers</li> </ul>		✓
<ul style="list-style-type: none"> <li>• Application of in-house, multi-discipline IT packages</li> </ul>		✓

