

TAFF

We deliver great homes and services
and support communities to thrive.

Taff is responsible for over 1,500 homes across Cardiff and we provide support services to people across four local authorities in South East Wales.

We develop and deliver reliable services. Building and maintaining quality homes, working with local communities and building long-term partnerships.

As we continue to grow, we'll continue to use our position of influence to create positive change.

Our Values

We inspire
Trust



We are
Ambitious



We are always
Learning



We are
Kind



Advert

Customer focused?
Embrace change?
Excellent communicator?
Highly organised?
Resilient?

If you've answered yes, then this is certainly the job for you.

As a Former Debt and Recharge Partner you will support current and former tenants to reduce debts owed to the organisation. You will assist with implementing a variety of proactive and preventative measures whilst using any insight gained to trial innovative ways of working. You will be comfortable working under pressure, have the ability to work from your own initiative and most importantly you must be passionate about people.

At Taff we enable our staff to do the right thing, at the right time.

It's a great place to work!

Role: Former Debt and Recharge Partner

Responsible to: Income Manager

Team: Income Team

What you'll do...

As a Former Debt and Recharge Partner you will support current and former tenants to reduce debts owed to the organisation. You will assist with implementing a variety of proactive and preventative measures whilst using any insight gained to trial innovative ways of working. You will be comfortable working under pressure, and most importantly you must be passionate about people.

What you will be responsible for?

- Responsible for the recovery of former tenant debts and current tenant recharges.
- Discuss repayment of all outstanding debts in accordance with the company procedures. This will include letter, telephone and home visits.
- Deal with correspondence and enquiries both internal and external, such as solicitors and outside agencies.
- Work collaboratively with internal teams to ensure we provide a proactive, flexible and customer focused service.
- To keep accurate records, and with the support of the Income Manager co-produce management reports on performance and the effectiveness of our approach.
- Monitor agreements and other arrangements made to repay debts.
- Explore different options for recovery of debt, ensuring good practice and innovative approaches are explored.
- Work closely with Cardiff Council to ensure that applicants on the Common Waiting List are informed of any outstanding charges which may prevent future allocation of a social housing tenancy.
- Work closely with the DWP in respect of TPD.
- Produce quarterly write-off reports for approval by Income Manager.
- Consistently demonstrate confidentiality and discretion.

The Person

Skills, Experience and Qualifications

Essential

- Must be committed to quality customer service
- Ability to communicate through various channels including face to face during home visits
- Ability to evaluate options and solutions
- Demonstrates commitment to achieving efficiencies to reduce costs where possible
- Ability to work flexibly and proactively
- Willing to learn, improve and to take responsibility for own development
- Ability to produce reports and maintain accurate data entry
- Proven experience in Microsoft packages and information systems
- Full driving license and use of a car for business purposes

Desirable

- Professional housing qualification, or willing to work towards one
- Community and / or Welsh language

We'd also need you to be

- Digitally savvy, able to use Taff's latest technology/kit
- Comfortable to work in an agile environment, with a focus on 'getting the job done'
- Actively anti-racist and tackle all types of discrimination, not just for our customers, but for our colleagues too, welcoming and celebrating difference.
- Possess a positive 'can do' attitude and actively contribute to creating an awesome Taff culture

We ask all Taff employees to...

- Keep up to date with changes in systems, policies, procedures and working practices
- Take ownership for your personal safety and that of those around you
- Take the opportunity to develop your skills and knowledge
- Contribute to a happy and positive workplace

*This job description is indicative of the range of current duties and responsibilities for the post. It is not comprehensive. This post is expected to develop over time with the skills and knowledge of the post holder and it is essential therefore, that it is regarded with a degree of flexibility, so that changing needs and circumstances can be met. All changes will be discussed with the post holder.

Conditions of Service

Annual salary	£28,454 (pro rata)
Contract type	Permanent
Working Week	21 hours a week, a minimum of 3 days per week, working hours are flexible. Flexible working in accordance with our Work life Balance Policy. Should business needs change, you may be expected to work at our other sites.
Location	We all work in an agile way and this role can be delivered as part of a blended approach requiring some location working at our Head Office at Alex House, Canton, Cardiff CF5 1JD.
Colleague Benefits	<ul style="list-style-type: none">• 25 days annual leave (extra 1 day leave after 5 & 10 years' service – total of 27 days)• 4 extra concessionary days and public bank holidays.• Defined Contribution SHPS Pension scheme with a maximum contribution of up to 9.25%.• Enhanced sick and maternity pay• Simplyhealth cash plan covering optical, dental, chiropractic treatment and more.• Permanent Health Insurance through Canada Life.• 'WeCare' service through Canada Life for employees and their household giving access to GP consultations, specialist counselling and many other services• Employee Assistance Programme through LifeWorks
Criminal Records	Enhanced Disclosure and Barring Service (DBS) check will be necessary for the successful applicant, and appointment will not be confirmed before a satisfactory disclosure is received.
References	Two satisfactory professional references covering the last 3 years; including one from your current employer. (Family members cannot provide references)

Business Mileage You may at times be required to use your own motor vehicle for use on official journeys. Your mileage expenses will be reimbursed based on the locally agreed rate. It is your responsibility to ensure that you have appropriate Business Insurance to undertake your duties.

Probationary Period: 6 months.

To apply for this post and to view all our current vacancies please visit <http://www.taffhousing.co.uk/vacancy/>.

Closing date: Wednesday 6th April 2022 at 9am
Interview date: Friday 15th April 2022