



Job Description and Person Specification

Job Title	Former Tenant Arrears Officer
Job Grade	NCC grade E
Reports to	Leasehold Manager
Direct Reports	None
Role Purpose	To provide an effective and customer focused former tenant debt collection service which includes the maximisation of financial income to Nottingham City Council Housing Services. To ensure the effective recovery of outstanding former tenant & leaseholder arrears and debts.
Key Accountabilities	<ul style="list-style-type: none"> • To assist the Leasehold and Rechargeable Repairs Manager in monitoring the former debt performance management, including the writing of management information reports and providing detailed statistical analysis as well as compiling local performance indicators on former debt collection. • To undertake projects to reduce debts and meet targets in all areas of former debt owed and manage individual former debt accounts. • To act as a point of reference and provide advice, support and expertise to colleagues relating to former debt and arrears matters for the Company. • Prepare former tenant/leaseholder cases for 'write off' after following agreed procedures. • To manage individual performance to achieve Company targets. • To take an active role in individual, team and service development. • Responsible for developing and maintaining effective working relationships and liaison with partner debt collection agencies. • When required, participate in new initiatives that will lead to an improvement in performance. • Maintain up to date former Tenant and former Leaseholder profile information. • To display a positive, flexible and proactive approach to delivering an excellent customer care service, including dealing sensitively with a diverse customer base. • To ensure that operational processes and procedures are adhered to. • To maintain confidentiality of customer information within Data Protection and any other relevant legislation and guidelines.



	<ul style="list-style-type: none">• To ensure that legal, statutory and any other relevant provision governing or affecting the service area are strictly observed.• Other duties which are broadly consistent with the job description and level of the post.• Adherence to Standing Orders and Financial Regulations and Health and Safety standards.
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Update: December 2025 – Kim Smith (Leasehold and Rechargeable Repairs Manager)

Signed and agreed by the post holder..... date.....

PERSON SPECIFICATION – Former Tenant Arrears Officer

Requirements	Essential – E /Desirable - D
Experience and knowledge	
<ul style="list-style-type: none"> • Experience in rent collection and pursuing former rent arrears including a working knowledge of legal procedures related to end of tenancy notices, rent arrears and other debt recovery. 	D
<ul style="list-style-type: none"> • Knowledge of UK benefit system, including Universal Credit and Housing Benefit 	D
Skills & Abilities	
<ul style="list-style-type: none"> • Good interpersonal skills and a proven ability to communicate effectively at all levels 	E
<ul style="list-style-type: none"> • Ability to develop and present written or verbal information in a clear and concise manner 	E
<ul style="list-style-type: none"> • Highly customer focussed and able to demonstrate problem solving skills 	E
<ul style="list-style-type: none"> • Proficient in the use of all Microsoft applications (Word, Excel, PowerPoint) and be able to prepare comprehensive written reports, spreadsheets and presentations 	E
<ul style="list-style-type: none"> • Ability to make accurate and timely decisions, often in pressurised situations and to always act tactfully and with sensitivity and courtesy Demonstrated capacity to effectively organise, use own initiative to prioritise workload to ensure that tasks are completed in an efficient and timely manner 	E
Qualifications	
<ul style="list-style-type: none"> • NVQ Level 2 in Housing Management, or willing to work towards a qualification or a part qualification of the Chartered Institute of Housing 	E
Behaviours	
<ul style="list-style-type: none"> • Ability to work effectively as part of a team 	E
<ul style="list-style-type: none"> • Must be flexible and be prepared to work outside normal office hours, on occasion, according to the needs of the service and willing to work at other office locations as required 	E
<ul style="list-style-type: none"> • Must demonstrate an awareness and understanding of equality issues and a commitment to the implementation of Nottingham City Council' Equality, Diversity and Inclusion strategy and objectives 	E