

MTVH ROLE PROFILE

Date: 26/11/2025

Role Title (External)	Customer Accounts Advisor (The Hub)	Directorate	Customer Services	Location	Midlands
Reports To	Team Leader Customer Accounts	Function / Team	The Hub	Geographical Spread	1 region
Direct Reports	No	Budget Sign-Off Approval Level	Contributes to departmental, team or individual budget	Suitable for Agile Working Options	Yes ☒ No ☐
DBS Check Required	Yes ☐ No ☒ If yes for DBS check, which level is needed? N/A			Driving Licence	Yes ☐ No ☒
				Insurance check required	Yes ☐ No ☒

NO DBS REQUIRED

Overall Responsibility:

Working in a region to provide inbound and outbound customer contact to support delivery of regional arrears KPIs as well as supporting the customer to manage their account and identify any risks or needs. Working as an arrears specialist with the authority to resolve customer queries at first point of contact, including stage 1 complaints.

Key Responsibilities and Outcomes

- Managing all inbound contact from customers through various contact methods and across all tenure types. Supporting the Customer Accounts Team with outbound telephony campaigns.
- Reducing arrears for the region in line with KPIs.

MTVH ROLE PROFILE

Date: 26/11/2025

- Negotiating with customers to ensure debts are collected efficiently and payment plans are in place and recorded (including promoting and setting up Direct Debits and completing income & expenditure checks).
- Identifying and supporting customers to self-serve via MTVH Online.
- Advising customers on welfare benefits including Universal Credit.
- Working alongside other teams to deliver support to help prevent arrears, maximise customers' income and sustain tenancies.
- Manage the recovery of rent, service charge and other debts in line with Metropolitan policies and procedures including knowledge of the legal process and the pre action protocol.

Working hours will normally be between Monday to Friday, 08:00 to 20:00 and Saturday between 09:00am to 17:00pm, however you may be required to work outside of these hours on occasion. Your pattern of work will be varied on a rota basis.

Personal Competencies	Skills / Experience / Knowledge
• Strong communication and listening skills • Understanding business KPIs and their role in achieving them • Ability to make decisions outside of policy • Negotiation skills • Ability to work under pressure and manage own workload	• Good knowledge of the legal framework relating to arrears and debt recovery. • Good knowledge of Housing Benefit, Universal Credit and other welfare benefits. • Proven ability to negotiate payments and collect debts within a social housing or credit control background. • Proven ability to work in a target-driven environment. • Proven ability to communicate at all levels and to act as a point of contact for both internal and external stakeholders. • Proven ability to effectively manage time and workloads. • Able to work outside of traditional office hours if required. • Good working knowledge of IT systems and Microsoft Office..
General Responsibilities	
• To understand and comply with MTVH's safeguarding, safety and compliance policies, procedures and processes and support a positive safeguarding, safety and compliance culture across the organization.	

MTVH ROLE PROFILE

Date: 26/11/2025

- Actively and effectively promote the organisations corporate values of Care, Dare, Collaborate. Role modelling appropriate behaviours and acting with the highest level of professionalism and integrity.
- Play an active role in contributing to effective cross team working and provide cover for colleagues as required.
- To maintain confidentiality with personal information and data regarding our customers, employees and stakeholders at all times ensuring compliance with the Data Protection Policy.
- To comply with MTVH's Health and Safety policies, procedures, and processes and to promote health and safety compliance for all.
- To act at all times within MTVH's policies, procedures and code of conduct and uphold MTVH's commitment to Equality and Diversity

This profile only contains the main accountabilities relating to the job and does not describe in detail all the duties and tasks required to carry them out. You may be required to perform any reasonable tasks comparable with the level of responsibility at the request of your manager. MTVH reserves the right to alter the content of this job profile to reflect changes to the organisation or the services it provides.

Other Requirements (e.g. driving licence needed etc). Information about “other requirements” can be found in the Guidelines for Completing Roles Profiles document.