MTVH ROLE PROFILE

Date: 27/11/2025

Role Title (External)	**Customer Accounts Advisor**	Directorate	**Customer Services**	Location	**Midlands**
Reports To	**Team Leader Customer Accounts**	Function / Team	**Customer Accounts Team**	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 Insurance check required	**Yes ☐ No ☒** **Yes ☐ No ☒**

No DBS required

Overall Responsibility:

Working in a region to provide a professional, comprehensive, telephone-based income collection service through account management in accordance with policies, procedure and good practise across all tenure types. Managing accounts through the legal process to ensure debts are collected in a timely manner and regional and arrears KPIs are achieved (excluding court/eviction attendance). Providing a first-class customer focused service ensuring customers are supported to maximise their income.

Key Responsibilities and Outcomes

- Monitoring and managing customer accounts to ensure that MTVH collects all income due from housing benefit, DWP and customers, working with the team to ensure arrears are reduced and regional targets are achieved.

- Liaising effectively with Housing Benefit departments and the DWP to ensure payments due are received and to assist customers with their claims (including challenging decisions and DHP applications).
- Dealing with all inbound and outbound customer contact in line with the customer contract strategy.
- 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).
- Advising customers on welfare benefits including Housing Benefit and Universal Credit.
- Working alongside other teams to deliver support to help prevent arrears, maximise customers' income and sustain tenancies.
- Managing the recovery of rent arrears and other debts in line with Metropolitan policies and procedures including applications to court via Possession Claims Online and Money Claims Online but excluding court attendance.
- Working collaboratively with internal and external stakeholders at all times to deliver an effective income collection service and to achieve targets.
- Dealing with refunds to customers and other parties.
- 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 • A positive and self-motivated outlook with ability to work on own initiative	• Good knowledge of the legal framework relating to arrears and debt recovery and preferably experience of managing cases through the legal process. • 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.

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	• Proven ability to work in a high volume, 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.
- 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.