# Job description

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| Job title: DEBT RECOVERY OFFICER | grade: SCALE D (£23,421 - £26,751) |
| Reports to: Chief Finance officer | date: 14/01/20 |

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| job purpose |
| To manage delinquent unsecured loans and mortgages, monitor and analyse trends in delinquency portfolios, as well as improve procedures and controls in order to minimise bad debt write offs and maximise recoveries from outstanding debts. |
| Key Responsibilities |
| 1. Manage and control the delinquent loan portfolio, undertaking all the procedures necessary in order to minimise bad debts through member contact and negotiation. This will involve communication by letter/email, telephone, legal action, dealing with vulnerable customers and monitoring of accounts. 2. Maintain and action the credit control diary, ensuring it is accurate and up to date. 3. Analyse the bad debt portfolio for trends, identify areas of weakness in the sanction or control areas and feed this back for training purposes or changes to procedures. 4. Monitor the loan book for delinquency and maintain detailed figures for reporting on a monthly basis for the Board of Directors as well as for the CEO and CFO. 5. Provide input into management information as required by strategy meetings held with the Board of Directors on a bi-annual basis. 6. Provide input and feedback to the Lending Team as part of a monthly meeting or on a more frequent basis when required. 7. Regularly liaise with the Director responsible for recoveries and ensure that all bad debts proposed for write off are reviewed prior to being reported to Board. 8. Maximise the recovery of former delinquent accounts, improving the levels of recoveries where possible. 9. Liaise with members who are in arrears on their mortgage account in a professional and empathetic manner, fully understanding the reason for arrears and agreeing a suitable course of action in line with regulatory requirements. 10. Provide regular feedback to the Mortgage Team on how the arrears are progressing and any action taken. |
| relevant facts and figures relating to the job |
| This role is a specialist role within the broader Customer Service Team and aims to sensitively and ethically reduce bad debt through sound negotiation and counselling of delinquent accounts.   * Debt recovery target per year: at least £225,000 * Bad debt maximum level: £1,778,736 |
| knowledge, SKILLS and experience required for satisfactory performance in the job |
| This role is member focused, requiring effective communication, negotiation and influencing, ensuring the needs of members in financial difficulty are responded to in a professional and empathetic manner, whilst protecting the position of the Credit Union.  The role requires taking ownership of arrears cases, calls and enquiries and ensuring that the organisation has correct and up to date procedures in place to comply with all aspects of legislation and regulation and Credit Union policy. Establishing and maintaining individual arrears management strategies whilst analysing overall delinquency to initiate improvements in procedures and practice.  The role requires a willingness to work effectively and cooperatively within a developing and highly motivated team with a strong ethos of providing excellent customer service.  **ESSENTIAL:**   * Practical experience in debt collection or recoveries * Knowledge of the unsecured loan and mortgage procedures * Working knowledge of bankruptcy, IVAs and Debt Management Plans * Excellent verbal and written communication skills * Demonstrate skills in analysis, judgement and problem solving * Attention to detail and high level of accuracy * Good IT skills incorporating Microsoft Office and Microsoft Excel software * Self-motivated with good organisational skills * Ability to remain calm under pressure   **DESIRABLE:**   * An understanding of UK residential mortgage regulation would be beneficial * Knowledge of credit union regulation and legislation * Understanding of the “Curtains” software   **Competencies for role:**  **Customer Focus**  *Focuses on customer, provides high quality service. Understands membership served*  Maintains a broad understanding of social trends and identifies whateffect they will have on the organisation. Creates processes that make sure stakeholders’ and customers’ views and needs are clearly identified and responded to. Puts in place strategies for media and community relations.  **Effective Communication**  *Communicates effectively both verbally and in writing*  Communicates all needs, instructions and decisions clearly. Adapts the style of communication to meet the needs of the audience. Asks probing questions to check understanding.  **Maximising Potential**  *Actively encourages and supports the development of people*  Encourages others to learn and develop, giving them clear and direct guidance and feedback on their performance. Encourages and supports staff, making sure they are motivated to achieve results.  **Negotiating & Influencing**  *Persuades and influences others using logic and reason*  Uses logic and reason to influence others. Persuades people by using powerful arguments. Identifies clear aims in negotiations and achieves satisfactory outcomes. Challenges others when it is in the organisation’s best interest to do so.  **Openness to change**  *Recognises and responds to the need for change and uses it to improve performance*  Identifies ways in which the organisation needs change. Champion change and encourage managers to make it happen.  **Personal Responsibility**  *Takes personal responsibility for making things happen and achieving required results*  Readily accepts responsibility for self and others. Takes responsibility for managing situations and problems. Leads by example, showing a commitment and determination to succeed. Continues to learn and develop.  **Planning & Organising**  *Plans, organises and supervises activities to ensure efficient and effective use of resources*  Develops structured plans across a range of activities that may be complex. Monitors progress toward strategic objectives. Makes sure all activity is in line with efficient and effective policing.  **Problem Solving**  *Gathers information from a range of sources. Analyses data to identify problems and issues*  Gathers information from a range of sources to understand situations, making sure it is reliable and accurate. Analyses information to identify important issues and problems. Identifies risk and considers alternative courses of action to make good decisions.  **Resilience**  *Demonstrates resilience even in difficult situations. Prepared to make difficult decisions*  Shows reliability and resilience in difficult circumstances. Remains calm and confident and responds logically and decisively in difficult situations.  **Respect for Diversity**  *Considers and demonstrates respect for others irrespective of position, background, status, etc*  Provides emotional and practical support to people who are dealing with difficult issues. Shows respect and understanding for them and their situation. Treats others with dignity and respect, no matter what their background, status, circumstances or appearance.  **Strategic Perspective**  *Looks at issues from a broad perspective. Thinks ahead and prepares for the future.*  Concentrates on issues that support the broad organisational strategy. Maintains a broad view and understands and considers the interests and aims of other units or outside organisations.  **Team Working**  *Develops strong working relationships within and outside own team to achieve common goals*  Sets up teams or working groups and involves them in achieving goals. Develops good relationships and cooperation within the team and removes barriers. Supports team members when necessary. |