

JOB PACK

**ASSISTANT ARREARS RECOVERY
OFFICER**

Creating homes.
Building lives.





ABOUT US

We are one of the largest housing groups in England with more than 37,500 homes across the Northwest and East Midlands. Jigsaw Homes Group creates new and exciting opportunities for tenants and customers.

We provide quality, low-cost housing and play a wider role in making sure our residents thrive in their homes and benefit from living in healthy, sustainable communities.

We are well placed to respond to challenges including welfare reform, poverty and social exclusion and are committed to tackling the housing crisis and homelessness by building more affordable homes for people to rent and buy.

As a sector leader, we will also innovate and inspire, driving technology and efficiency through new products and services. We strive to be a top housing provider and an employer of choice. We look forward to working with you.

JOB DETAILS

Holidays:	24 days leave per annum rising incrementally to a maximum of 29 days, plus bank holidays, plus 3 days for Christmas closure (based on a 5-day working week).
Pension:	The Group belongs to the Social Housing Pension Scheme to which the successful candidate would be entitled to join. This is an Employer and Employee contribution scheme with an 11% combined contribution with the option to increase.
Jigsaw Benefits:	In return Jigsaw Homes Group offer company sick pay, on-site gyms, access to our cash back health plan membership, enhanced maternity/paternity leave, training/development opportunities plus much more. See the benefits page on our website for more details.
Probation period and references:	Please note that any offer made by the Group and subsequent employment is subject to a four-month probationary period and to the Group receiving two satisfactory references, one of whom should be your current or most recent employer.
Mandatory Training:	You will be required to complete mandatory training for your role. This training may take place at any one of our main offices in Ashton-Under-Lyne, Leigh, Miles Platting or Nottingham.
Eligibility to work in the UK:	Successful applicants for posts within the Group are responsible for producing proof of entitlement to work in the UK before employment can commence.
Disclosure barring checks & Medical Clearance:	In addition, any offer is also subject to receipt of a Basic Disclosure from the Disclosure Barring Service confirming suitability & medical clearance from our Occupational Health Provider before appointment. Visit www.jigsawhomes.org.uk/dbs to view the Group's DBS policy statement. Further information about the disclosure can also be found at www.homeoffice.gov.uk/dbs
Equality, Diversity & Inclusion:	Jigsaw believes we should appreciate the significant value that individuality can bring therefore acceptance and respect for everyone is essential. All employment decisions are therefore based on business needs, job requirements and individual qualifications to help create a safe and positive environment for all.

JOB DESCRIPTION

OVERVIEW

The Finance Department is a fast-paced and highly motivated environment, requiring the ability to think quickly, adapt to changing priorities, and work proactively. The team is responsible for the timely and effective collection of rent across our properties.

Role Summary

As Assistant Arrears Recovery Officer, you will support Income Recovery Officers with day-to-day arrears collection activities, alongside a range of administrative and support duties within the department.

Key responsibilities will include maintaining accurate and up-to-date records, making and receiving telephone calls, liaising with internal teams and external stakeholders, and building effective working relationships.

You will be customer-focused, organised, and committed to delivering a high standard of service.

Responsible To: Arrears Recovery Supervisor

MAIN TASKS OR ACTIVITIES

1. To provide support to the Arrears Recovery Team, including:

- Collection of rent and recovery of court costs
- Monitoring and balancing rent accounts
- Recording and verifying Universal Credit claims
- Setting up and maintaining payment arrangements
- Preparing referrals to the Group's Money Advice Service or Jigsaw Support
- Handling incoming and outgoing telephone calls
- Raising refunds and account adjustments as required

2. To assist Arrears Recovery Officers and Supervisors in preparing court documentation and submitting cases in line with agreed procedures, and to liaise with the County Court as required.
3. To support the Early Intervention Team and Arrears Recovery Officers by effectively handling telephone enquiries, including taking payments, setting up Direct Debits, and agreeing repayment arrangements, ensuring rent accounts remain accurate.
4. To produce and manage weekly reports, including rejected Direct Debits and early-stage arrears cases.
5. To liaise with internal and external stakeholders, including local authorities and the Department for Work and Pensions (DWP), to support the effective management of rent accounts.
6. To carry out all arrear's recovery and related accounting procedures in line with agreed processes and deadlines.
7. To develop and maintain a strong working knowledge of arrears recovery practices and welfare benefits.
8. To support department initiatives, including arrears campaigns, rent increases, and year-end processes.
9. To contribute to a customer-focused culture, delivering high-quality services and supporting best value principles.
10. To comply with Health and Safety policies, supporting procedures, and all relevant statutory and legal requirements.

11. To adopt a proactive and coordinated approach to work.
12. To promote effective communication, both internally and externally.
13. To follow all Group policies and procedures, including attendance at mandatory training to ensure compliance.
14. To work in accordance with the Equality Act 2010 and the Group's Equality, Diversity & Inclusion Policy at all times.
15. To undertake any other duties commensurate with the role, as reasonably requested by the Assistant Director of Income, Director of Finance, Group Directors, or Chief Executive.

CANDIDATE REQUIREMENTS

Candidate Requirements:

- Excellent written and verbal communication skills.
- Ability to maintain accurate and up-to-date records, using various IT systems effectively.
- Strong organisational skills, with the ability to manage your own workload, prioritise tasks, and work under pressure to meet deadlines.
- Adaptable and open to change, with the ability to contribute ideas to improve processes and ways of working.
- Demonstrates excellent customer service skills, with a focus on delivering positive outcomes.
- Experience in housing management, income collection and arrears recovery preferable.
- Full, valid UK driving licence (with access to a vehicle where required).

JIGSAW VALUES

As a sector leader, Jigsaw will innovate and inspire, driving technology and efficiency through new products and services.

It strives to be a top housing provider and an employer of choice and this is where we need innovative, forward thinking, diverse and vibrant individuals to join us and help us succeed even further.

Our company values reflect the individuals we want to lead us into the brightest future possible for Jigsaw Homes Group.



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