

Rents Compliance & Operations Manager



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> Operations Directorate > Customer Experience

What's it all about

We are seeking a passionate and experienced Rents Compliance & Operations Manager to lead and oversee the day-to-day operations of our debt recovery department for former tenant arrears and credits.

How you'll make a difference

As a key member of the customer experience department, you will play a crucial role in ensuring that the organisation complies with the regulatory Rent Standard and other related legislation and contractual arrangements alongside delivering against the six priorities in our customer strategy.

Your team will be responsible for ensuring that all rents are set and reviewed accurately and overseeing the former tenant portfolio of arrears collections, credit refunds through to former tenant litigation.

You will be expected to make a significant impact by efficiently managing the recovery of former tenant arrears and credits, contributing to the financial health of the housing association.

How you'll do it

- Manage your team in line with the core management requirements to achieve excellent results by coaching, developing and supporting them to realise their full potential and deliver their objectives.
- Ensuring Notting Hill Genesis (NHG) remains compliant with the regulator's Economic Rent Standard through robust and rigorous application of regulatory and statutory rent setting and annual rent review process.
- Understanding of the commercial, operational context and working to improve service delivery and develop complex solutions according to regulations where required.
- Work with policy team on the annual development of the NHG Rent policy to ensure that it follows a clear and transparent approach to rent setting for our customers.

- Support the Head of Regulation & Policy on interpreting and implementing rent setting requirements (for example project managing any new rent regime, ensuring systems and processes are updated or in place by the required date).
- Co-ordinate work on the risk map for the team outlining the risks associated with rent setting processes and follow the arrangements to mitigate or manage those risks.
- Lead on implementation all annual rent review processes for the regulatory and non-regulatory rents within the organisation.
- Work collaboratively with the team and other internal stakeholders to agree annual delivery timetable.
- Responsible for ensuring cyclical rents compliance training is in place and delivered.
- Ensure cyclical performance checks are carried out to ensure compliance is monitored and lead on internal and external audits. This includes analyses of complex data used to inform decision making processes and/ or resolve problems.
- Manage the former tenant debt and credit portfolio ensuring that income collection is maximised, and irrecoverable debts written off in line with financial regulations.
- Develop working relationship with local authorities to ensure credit payments are minimised and refunds are processed.
- Lead for procurement and management of external debt collection contractors and companies.
- Management of regulated and non-regulated rents including adherence to specific contractual provisions

All about you

Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.



Working better together
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- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. This role is at manager level.

You will need to show us how you match our values, and how you'll behave to ensure those are visible when carrying out your work.

Essential knowledge, experience and skills

Pending confirmation of legislative changes, this role may require a qualification to demonstrate competence. If not already qualified, there may be an expectation to study towards a professional qualification.

- Comprehensive knowledge and substantial experience of the regulatory rent standard and the key requirements for delivery.
- Prepare and present regular reports on regulatory compliance and consumer standard implementation to senior management and relevant stakeholders.
- Ability to implement changes in regulations and demonstrate a proactive approach to regulatory adherence.
- Experience in debt recovery or credit control, ideally within the housing or property management sector
- Ability to motivate, guide and develop team members.
- Be able to develop clear targets and deliver to set KPIs.
- Experience of developing and managing credible relationships with a range of internal and external stakeholders.
- Good analytical and evaluation skills
- Good communication skills suitable for a range of audience and ability to communicate difficult, complex information.

- Excellent report writing skills.
- Excellent time management skills and the ability to work to tight deadlines with your caseloads.
- Good spoken and written English

General

Ensure you follow the financial regulations, policies, and procedures at NHG.

Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.

Provide high quality reports and deliver presentations when necessary.