

Job Description

Job title	Former Customer Accounts Officer
Profession	Customer & Community
Band	F
Directorate	CCO (Customer)
Accountable to	Customer Accounts Manager - FTA

Job Purpose:

In this role, to be accountable for the proactive day-to-day delivery of a sector leading tenure blind former customer account management service to Sovereign Network Group's (SNG) customers. Delivering a proactive customer centred service that recovers debt, returns credits and refers former customers for supportive interventions as appropriate to enable them to be sustain and be successful in their next home. Whilst championing our values of being kind, respectful, inclusive, ambitious, responsible, and collaborative.

Be responsible for maintaining high data quality in our Customer Accounts Service. Ensuring that data is held centrally for full transparency and that suitable contract arrangements are in place for the continued management all compliance elements within your defined areas

Financial responsibility: No financial responsibility

People responsibility: No direct or indirect reports

Autonomy:

Within broad direction set by the Customer Accounts Manager – FTA, this role will deliver key accountabilities.

Key Accountabilities:

- Delivery of transactional services across the former customer accounts service.
- Negotiate affordable and sustainable payment plans with former customers and ensure that outstanding debt is collected in a timely manner.
- Hold the Data Steward role for data quality related to Customer Accounts as set out in SNG's data landscape. Ensuring that accurate records are maintained in line with business processes and comprehensive notes are made relating to customer contact, arrears actions and stages and any agreements made.
- Work collaboratively with the locality management team and Customer Accounts to deliver a customer-centric service, identifying tenancies coming to an end and proactively managing likely former tenant debt.
- Recommend and report on cases for writing off in line with the Former Tenant Write off Policy.
- Undertake former customer tracing work as appropriate.

- Agree what debt, if any, to pass to our partnered third-party debt collection agencies. Upload debts securely to our debt collection agencies, liaise over customer accounts, investigate and respond to disputes, ensure that SNG systems are updated, and accounts monitored.
- Ensure invoices and recovery documentation are accurate, despatched timely and produced in accordance with SNG procedures.
- Contribute to projects by working collaboratively with others, as required for the efficient operation of the end-to-end service and achievement of local team objectives.

General

- Role model SNG's values and behaviours, fostering an environment of trust, transparency, inclusion, and employee wellbeing.
- Demonstrate everyone safe and well everywhere, every day by making health and safety a primary consideration in your decision making.
- Participate in learning and development opportunities and activities that develop personal effectiveness and assist in improving performance in the role. Ensure all core and mandatory training is completed and kept up to date.
- Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and to meet the changing needs of the organisation.

Knowledge and Skills:

Essential

- Maintain an up-to-date knowledge of welfare benefit entitlements, particularly housing related benefits and all changes due to Welfare reforms.
- Maintain an up-to-date knowledge of best practice and internal policies and procedures relating to arrears prevention and collection
- Ability to impact assess and to understand the difference between 'major' and 'minor' data issues.
- Knowledge of methods to monitor the quality of data and identify issues e.g. reconciliations

Desirable

- Previous experience in similar roles

This is an overview of the job and will be periodically reviewed and updated to ensure that the job description fully reflects the responsibilities required of the post holder.

Version	Job code	Author	Date created/modified	Effective date
1.0	1375			
2.0	5031	Rebranding	13/08/2025	