# Tollcross Logo Image

# Tollcross Housing Association

# Job Description

Job Title: Factoring Officer

Grade: EVH Grade 7

Responsible to: Senior Finance Officer

**1. Job Purpose**

To deliver high quality, customer focussed services to owners provided with factoring services by Tollcross Housing Association.

To provide assistance and guidance to colleagues throughout the association in relation to owners in mixed tenure buildings.

Ensure that all sums due to the association from owners are collected in line with agreed debt recovery processes.

Responsibility for all frontline factoring services across the association’s stock.

The following is a list of duties which will be carried out by this post

**2. Duties**

# 2.1 *Financial Administration*

* Process and log requests and changes for all payment types from factored owners
* Review payment amounts and methods after each invoice run to ensure arrangements in place are still relevant after invoices have been issued
* Take payments for the association, not confined to factoring, in line with current procedures
* Take telephone and counter enquiries from factored owners
* Process refund paperwork for factored owners

2.2 *Sales and Purchases*

* Administer all changes in ownership
* Liaise with Solicitors in relation to property changes
* Raise Sale Admin Fee invoices in line with current scale of charges
* Prepare estimates for final and first invoices
* Ensure floats are received or paid back to owners
* Ensure first/final factored invoices are issued timeously
* Ensure new owners have received their property packs, including Written Statement of Services

*2.3 Maintenance of Owner Accounts and Invoicing*

* Liaise with Maintenance Manager and Investment Co-ordinator regarding common repairs, cyclical maintenance and insurance claims excess to be recharged
* Prepare and upload all fixed fees to accounts
* Processing apportioned repairs costs to be included on six monthly invoices.
* Prepare and issue of six-monthly invoices and annual statements of account
* Liaise with owners in relation to financial queries on their invoices and statements
* Raise ad hoc invoices as required

2.4 *Arrears Monitoring*

* Pursue arrears in accordance with debt recovery procedures and delegated authority
* Keep association’s housing management software up to date with current position after monthly monitoring work is completed
* Attend monthly meetings with Senior Finance Officer to update on arrears balances and problem cases and highlight cases where action is required by the association’s legal representatives as per debt recovery procedures
* Consistently apply arrears policies and procedures, which will involve contacting owners and referring cases for legal action (including registration of Notice of Potential Liability for Costs [NOPL]).
* Liaise with the Association’s approved legal representatives and debt recovery agents as appropriate.
* Sign post any owners with financial difficulties to Debt Advice Agencies, such as Tollcross Advice Centre, Money Advice Scotland, Citizens Advice Bureau etc

# 2.5 *Financial Reporting*

* Provide information/analysis as necessary for Internal and External audit purposes
* Provide information/Analysis for ARC Reporting
* Assist with preparation of factoring data to be reported to Management Committee

# 2.6 *Insurance*

* Issue Block Insurance Policy Summary of Cover to all owners within the block policy annually
* Ensure any owners who are not part of the Block Policy provide their own Schedule of Insurance by the expiry date of their current Policy.
* Notify Finance Director of any owners to be added or removed from Block Insurance Policy
* Provide, where required, evidence of dual insurance premiums to owners or external insurance brokers

# 2.7 *General*

* Play a key role in service improvement/development (including enhancing procedures, the Written Statement of Services, Communications etc.)
* Maintain an awareness of legislation and updates to the Property Factors Code of Conduct (the Code), the Property Factors (Scotland) Act 2011, Tenements (Scotland) 2003 and related factoring legislation.
* Liaise effectively with staff in other departments to maximise performance and enhance service delivery
* Liaise with external agencies as appropriate.
* Obtain Title Deeds requested from association staff, not confined to Factoring
* Assisting in the development and implementation of financial systems and procedures as required.
* Assist in the preparation of periodic articles for the Association’s newsletter on our factoring service – and for owner bulletins.
* Attend seminars, training courses and other events as appropriate and prepare reports thereon as required
* Log, process and/or assign customer complaints and expressions of dissatisfaction
* Attend Complaints Group in rotation with other members of the Finance Team
* Provide temporary cover during absences in Finance Team when requested by Senior Finance Officer/Finance Director
* Participate in All Staff, Finance Team and Individual meetings
* Participate in all Health & Safety training deemed appropriate and report any non-compliance or concerns in line with the H&S responsibilities
* Any other duty deemed appropriate by Senior Finance Officer and/or Finance Director commensurate to grade



**Person Specification**

**Finance Officer – Factoring**

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|  | **Essential** | **Desirable** |
| Qualification |  | Professional Membership such as The Property Institute or equivalent  |
| Skills | Ability to handle a diverse workload and the pressures of conflicting priorities and demonstrate good time management to meet challenging deadlinesAbility to work on own initiative to meet personal targets and organisational goalsAn eye for detail and a high degree of numeracy and accuracy.Good problem-solving skillsGood oral, presentation and written communication skillsExcellent IT SkillsAbility to analyse, interpret and deliver complex information. | Excellent working knowledge of spreadsheets, preferably Microsoft Excel. |

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| Experience | Procedure development and implementationExperience within a finance & factoring environmentExperience of working in a customer focussed environmentGood understanding of Scottish Factoring legislation including the Code of Conduct for FactorsGood understanding of Written Statement of ServiceGood understanding of common block insurance policies | Working Knowledge of HomemasterExperience of working within provisions of Deed of Conditions and calculations of common share apportionmentsArranging and servicing owners meetings in conjunction with other relevant departments |
| Other | Team WorkerTakes personal responsibility for decisions and actionsTake responsibility for self-development and continuous improvementFlexibility in working arrangements (willing to work outside normal working hours when required)ConscientiousSelf-Motivated  Pleasant and calm manner |  |