

HIGHLAND RESIDENTIAL (INVERNESS) LIMITED

JOB DESCRIPTION

1. IDENTIFYING FACTS

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| Title of Job: | Factoring Officer |
| Location: | Inverness and frequent travel within the Highland Council area |
| Number of Jobholders: | 2 |
| Title of Line Manager: | Business Development Manager |

2. JOB PURPOSE

The Factoring Officer is instrumental in developing new business opportunities, providing a professional factoring service to main business customers and individual property owners, working with them to maintain and improve communal areas. The role involves regular travel and inspection of sites located across the Highlands and the management of contractors ensuring highest standards of service across the portfolio.

3. MAJOR TASKS

- 1. Manage property areas within an allocated portfolio in order to meet business objectives and deliver a superior factoring service to property occupiers and customers, in full compliance with the relevant legislation.**
- 2. Actively seek new business opportunities by building strong professional relationships with existing and new clients to ensure continual business growth and secure the organisations positive reputation.**
- 3. Effectively manage service charge accounts, addressing arrears and non-payments, in accordance with legislation, internal policies and procedures in order to minimise customer debt and maximise organisation income**

4. MAIN ACTIVITIES

1. **Manage property areas within an allocated portfolio in order to meet business objectives and deliver a superior factoring service to property occupiers and customers, in full compliance with the relevant legislation.**
 - 1.1 Carry out regular, (monthly or otherwise as appropriate), inspections, presenting findings and recommendations to customers in order to gain approval on the factoring services undertaken and agreement on costs recharged.
 - 1.2 Tender and manage contract with internal and external suppliers / contractors in order to achieve best value for money for the Group and its customers.
 - 1.3 Communicate regularly with a broad range of customers to ensure they receive regular updates on their factoring services.
 - 1.4 Use in-house databases to record data to ensure adherence to Group policies and procedures.
 - 1.5 Carry out regular risk assessments and ensure that procedures are in place and followed to minimise risk and meet legislative requirements.
2. **Actively seek new business opportunities by building strong professional relationships with existing and new clients to ensure continual business growth and secure the organisations positive reputation.**
 - 2.1 To seek out the appropriate contact in an organisation or resident committee.
 - 2.2 To generate leads with prospective customers.
 - 2.3 Meet with customers/clients face to face and over the phone.
 - 2.4 Understand the needs of our customers and be able to respond effectively with a plan of how to meet these.
 - 2.5 Help to plan and present new business tenders.
3. **To effectively manage service charge accounts, addressing arrears and non-payments, in accordance with legislation, internal policies and procedures in order to minimise customer debt and maximise organisation income.**
 - 3.1 Provide support to the Highland Residential factoring staff to manage the day to day operations of the business to ensure provision of service to customers and increase business revenue.
 - 3.2 Liaise directly with customers to arrange payment or implement and manage re-payment plans whenever necessary.
 - 3.3 Use the in-house database effectively to issue and complete work orders and accurately invoice our customers to ensure expenditure is fully recovered.

Key Result Areas for the Factoring Officer

Direct responsibility for financial and physical resources, authorities and limitations

1. Ensure the factoring service is delivered to agreed standards.
2. Ensure that best price and value is obtained from internal and external contractors for factored services.
3. Authorise works and ensuring that contracts are completed on time, to the required standard and on budget.
4. Authorise invoices ensuring charges are as per agreed estimate/contract.
5. Ensure that accurate, (computerised and manual), records are maintained for budgetary and audit purposes.

Accountability, decision making, analytical thinking, problem solving

1. Ensure that clear instructions are given to contractors.
2. Make decisions using own initiative.
3. Negotiate with owners on the quality and type of service provided.
4. Oversee all aspects of factoring service and demonstrating clear decision making and problem solving.
5. Initiate risk assessment procedures when appropriate.

Complexity of work and mental concentration

1. Ensure all performance targets and deadlines are achieved.
2. Manage a varied workload with regular interruptions, requiring flexibility and ability to prioritise tasks.
3. Manage a portfolio of complex mixed tenure developments using clear judgement and decisions based on a range of information.
4. Ensure customer requests and complaints are responded to courteously and sensitively within the appropriate response time and in accordance with policies.
5. Manage several projects / contracts simultaneously.

Communication skills, representing the organisation, dealing with people, direct impact on people, responsibility for managing staff

1. Liaise externally with surveyors, contractors, commercial developers, letting agents and a broad range of clients.
2. Liaise with other members of the Highland Residential team and internal customers.
3. Foster good relationships with customers and keeping them fully apprised of the factoring service and complaint resolution processes.
4. Attend regular meetings with external customers.

Special Conditions, working environment, physical demands and effort

Maintain adequate personnel cover within the team at all times. Attend relevant evening / weekend meetings when required.

Additional Duties

Carry out any other duties as reasonably requested by the Business Development Manager or members of the Board of Highland Residential to ensure the proper administration of Highland Residentials' business services.

Special Conditions

There may be a requirement to meet with representatives of other agencies and communities outside normal office hours, covering the area of the Highland Council.

Lone Working Yes – Occasional

Travel within job role

Requirement to travel: Yes. Within the Highlands with an average annual mileage estimated at over 3,000 Miles. The post eligible is eligible for the business mileage rate

Highland Residential Competency Framework

Communication

Uses verbal (speech / phone / face to face) communication to get quick results.
Writes clearly worded and concise letters, email & reports appropriate to the audience.
Keeps customers and stakeholders well informed.
Communicates ideas and information effectively both verbally and in writing.

Customer focused

Takes ownership for solving customer problems and resolves customer enquiries promptly at point of contact and only refers to others when genuinely appropriate.
Interacts well with all customers, considering their needs.
Understands all services and accurately matches these to the customer's needs.
Keeps customers up to date and well informed.
Deals with customers fairly and equitably.

Creativity

Demonstrates flexibility in approach to the service.
Continually strives to review, question and improve how things are done.
Sees improvement as a continuous process.
Creatively explores and applies innovative approaches to improve the quality and delivery of systems to the benefit of the organisation.

Team working

Demonstrates a willingness to participate and contribute effectively to the team.
Sets personal interests aside as appropriate to meet the needs of the team.
Actively participates and contributes towards Project Teams, Committees and other working groups.
Actively supports colleagues and sets a good example.

Personal Effectiveness

Demonstrates a positive attitude to achieving results and takes personal responsibility for making things happen and achieving results.
Regularly reviews performance in line with agreed goal and takes swift action to deal with business under-performance.
Is accurate, pays attention to detail and ensures tasks are completed on time and willing to take responsibility in challenging circumstances or when things go wrong.
Demonstrates the ability to recognise and control own emotions and to respond to situations objectively, even when under pressure.
Expresses self-confidence and flexibility to adapt own response to suit the needs of the situation and to respond flexibly depending on the other persons approach.
Prioritises important and urgent tasks and breaks down tasks in to manageable assignments.

Problem Solving

Takes appropriate action and proactively finds solutions to problems before being asked.
Shows ability to identify and resolve problems by gathering and analysing information from a range of sources and make informed and effective decisions.
Draws appropriate conclusions and considers the consequences of their decisions.

Service / Market Aware

Keeps up to date with the service provision and broader market, through regular assessment and communication.
Works proactively to broaden existing knowledge of the services and broader market place.