

## Harlow Council Employee Profile

**Job Title:** Home Ownership Recovery Assistant

**Post Number:** SL0010X

Attributes	Essential	Desirable	Method of Identification
<b>Education Qualifications</b>	A level standard of education or equivalent.		Application form Certificates
<b>Related Experience</b>	Knowledge and experience gained in debt recovery. Experience of working in a local authority, RSL or related organisation in a similar position.	Familiar with legal processes, court forms, Lender requirements and methods of debt enforcement.	Application Form Interview
<b>Special Circumstances</b>	Must be willing to work evenings and flexible hours to meet deadlines and attend residents' meetings if required.  Driving licence and access to own vehicle or other suitable means of transport.		Application Form Interview
<b>Special Knowledge, Training</b>	Knowledge of County Court and Property Tribunals processes. Knowledge of Landlord and Tenant Act 1985, (Service charges), The Commonhold and Leasehold Reform Act 2002 (Service charges, Extending leases) The Housing Act 1985 (RTB)The Leasehold Reform Housing and Urban Development Act 1993 (Extending leases).  Knowledge of protocols in relation to debt recovery.  Good understanding of welfare benefits, housing benefit and debt counselling skills.	Experience of supporting advocates in legal cases.  County Court and First Tier Property Tribunals.	Application Form Interview

<p><b>Skills and Abilities</b></p>	<p>Able to assist in preparation of cases and attend to provide support to Senior Recovery Officer.</p> <p>Communicate effectively with a wide range of people.</p> <p>Prioritise tasks against competing demands and deliver to very tight deadlines. Ability to multi-task.</p> <p>Able to use Microsoft Office applications.</p> <p>Good letter &amp; report writing skills.</p> <p>Ability to analyse written and numerical information and draw conclusions.</p>	<p>Contribute to and make recommendations for improving the service.</p>	<p>Application Form Interview</p>
<p><b>Disposition and Attitude</b></p>	<p>Practical and tactful approach to problem solving.</p> <p>Self-motivated team player.</p> <p>Works on own initiative.</p> <p>Works well and remains calm under pressure.</p> <p>Pays particular attention to detail.</p> <p>Understands and is committed to equal opportunities and customer care.</p> <p>Flexible approach to work and committed to achieving tasks and meeting deadlines.</p> <p>Understands and is committed to equal opportunities.</p>		<p>Application Form Interview</p>