



Role: Credit Controller (Block Management)

Site: Whitehall Waterfront, Leeds

OVERVIEW

Liv Group is a leading Block Management and Build to Rent Company, delivering services nationwide. We are responsible for managing tens of thousands of residential units throughout the country. LIV recognises the importance of helping our employees develop for them to achieve their goals. We invest time nurturing individuals for them to succeed in our dynamic and continually growing business.

The diversity of our client base calls for an integrated team approach and our experts strive to deliver value to our clients through clear, innovative thinking and timely solutions. We are also firm believers that you create your own success! As an entrepreneurial business we recognise and promote individuals who show potential to commit and grow with the business.

ROLE OVERVIEW

This role sits within the Block Management department and is a support role for both the Property Managers and our external leaseholders. The suitable candidate will be responsible for the collection of ground rent and service charge across our portfolio of circa 8000 units. The ideal candidate will have a proven track record of exceptional communication skills, attention to detail and the ability work as part of a small but busy team. We are seeking a confident, ambitious individual who is self-motivated and has a “can-do” attitude. Previous Credit Control experience is required, and the candidate should be able to “hit the ground running”.

- Collection of Service Charge and Ground Rent.
- Identify and chase arrears by email and letter
- Answer the telephone and take leaseholder payments via WorldPay.
- Negotiate and monitor payment plans.
- Liaise with Property Managers regarding leaseholder queries and outstanding maintenance issues.
- Liaise with solicitors, instructed in connection with debt recovery and monitor performance on each individual case.
- Prepare arrears reporting for both internal and external stakeholders
- Produce bespoke reports for clients in connection with the arrears at the respective property.
- Liaise with the Pre-Sales and Legal enquiries team to assist with sales of leaseholder apartments and reassignments of leases.
- Account reconciliations.
- Prepare information and supporting evidence for Court Papers or leaseholder tribunals.
- Update leaseholder records.
- Handle where possible and escalate where needed, complaints and issues to the relevant portfolio manager and in line with company procedures if a formal complaint is lodged.
- Identify improvements and efficiencies in our current Credit Control process.

YOUR BUILDING BLOCKS OF SUCCESS

Knowledge and Experience:

- Credit Control experience is a must.
- Efficient in maintaining administration and finance records electronically.
- Think on the spot and deal with issues and challenges in a timely fashion.
- Proactive and dynamic taking ownership of all of core duties.
- Accuracy and attention to detail.
- Experience in excel and the formatting of documents.

- Understanding the importance of achieving deadlines and ensuring quality output.
- To ensure confidentiality and security of all business, client and customer documentation/information.

Skills:

- Ability to gather, assimilate, analyse and effectively summarise information and give briefings/prepare briefing notes as necessary.
- Experience in the formatting of documents.
- Strong interpersonal skills.
- Ability to organize and manage multiple priorities without immediate supervision.
- Ability to communicate effectively with stakeholders with strong written communication skills.
- Ability to multi-task and prioritize daily tasks to meet deadlines timely.
- Strong proficiency with Microsoft Excel, word and outlook.

Style:

- Flexible and collaborative approach to working with clients, leaseholders and associates across all levels as well as working as part of a team.
- Attention to detail.
- Ability to approach problems both logically and creatively.
- Proactive and dynamic taking ownership of all of core duties.
- Confident and pro-active approach.
- Use initiative and take responsibility for providing solutions.