

## **FACTORING OFFICER**

### **JOB DESCRIPTION**



53 Ballindalloch Drive, Glasgow G31 3DQ

Grade: EVH Officer Grade PA22-PA25  
£40,635 - £44,619

Responsible to: Property Manager

Responsible for: Delivering an effective and fully comprehensive factoring service to owner occupiers.

Date: May 2025

Through the Association's group structure, the factoring service is delivered to over 1,300 owners by our subsidiary company, Milnbank Property Services (MPS).

### **JOB OUTLINE:**

- The Director of Finance has overall responsibility for Milnbank's factoring service. The Factoring Officer will report directly to the Property Manager. The Factoring Officer is responsible for assisting in delivering, maintaining and developing a comprehensive factoring service for owner occupiers.
- The post holder shall assist the Property Manager in ensuring that the Association meets its obligations under the Factoring Code of Conduct as outlined in the Property Factors (Scotland) Act 2011 and the revised Code of Conduct for Property Factors 2021.
- To deliver excellent Customer First service and act as the main point of contact for owner occupiers.
- To ensure that the factoring service seeks to maximise its income.
- To assist in achieving the Association's organisational aims and objectives.

### **JOB PURPOSE:**

#### **a) General**

The purpose of all staff employed by MHA is to promote and serve the strategic objectives of the organisation. MHA operates in an ever-changing environment and flexibility in relation to the job by staff is essential. The Factoring Officer must work in co-operation with colleagues to produce the best possible service for the owner occupiers and other customers.

#### **b) Performance**

The Factoring Officer must comply with the policies, procedures and performance standards agreed by the Association's Management Committee and undertake any duty appropriate to the post.

## **RESPONSIBILITIES & TASKS:**

### **1) Customer First Service**

- To provide a customer-friendly service in line with MHA's Customer First Strategy.
- To take a positive and helpful approach to customer complaints and enquiries.
- To suggest improvements in customer services.
- To be the day-to-day contact in respect of customer enquiries/complaints regarding the factoring service.
- To report to the Property Manager and update the Executive Officer on any customer complaints relating to the factoring service.

### **2) Factoring Service**

The Factoring Officer has responsibility for supporting the management of the day-to-day factoring service on behalf of the Association. This includes:

- Preparing & issuing factoring accounts for owner occupiers.
- Complete all preparation work and issue factoring invoices to owner occupiers on a quarterly basis.
- Monitor all factoring arrears and initiate the appropriate action. This includes liaising with MHA's legal representatives to take court action against owner occupiers and issuing a Notice of Potential Liability when costs aren't recovered.
- Issue final accounts to former owners including liaising with Solicitors regarding retentions of monies from sale proceeds pending final charges.
- Issue new owners accounts to Solicitors on the sale of properties, and provide information on MPS Factoring Service, including Building Insurance arrangements.
- Ensure that change of ownership details is properly recorded on the computer system and terminations are completed timeously.
- Respond to all owners' queries regarding the factoring service and their account(s) and seek to resolve any disputes in a timely manner.
- Ensure all owner occupiers' records are properly maintained on the computer system. This includes updating all contact information and recording details of any discussions held with owner occupiers accordingly.
- Communicate effectively with owner occupiers regarding the maintenance of their common property.
- Issue the Association's Factoring Written Statement of Service to all owner occupiers, when required.
- To conduct interviews with owners and/or carry out home visits as appropriate.

### **3) Other Aspects of Factoring**

- To request information from Land Registry as and when appropriate.
- To maintain all records and legal documents on ownership.

### **4) Team Working**

- Liaise with the Maintenance/Estates team to ensure that the factoring service is effectively coordinated.
- Liaise with the Maintenance team in the delivery of the Association's cyclical and major repairs programme relative to factored properties and communicate this information to all owner occupiers.

### **5) Approach to Tasks & Activities**

- Put the customer first and aim to "go the extra mile".
- Ensure that duties are undertaken in a friendly, courteous and diligent manner that positively enhances the public image of the Association in accordance with the Customer First Strategy.
- Prioritise your own workload, time, and resources to agreed deadlines and budgets.
- Be flexible and adaptable and be able to work under pressure.
- Demonstrate energy and commitment.
- Display excellent communication skills.
- Effectively use relevant software for tasks and demonstrate a sound knowledge of the Home Master/CPL Computer system.
- Look for solutions to resolve owners' complaints and adopt a 'right first time' approach to service delivery.
- Be flexible in your approach to working hours.
- Be able to cope effectively with competing demands and embrace change.

### **OTHER DUTIES:**

- The Factoring Officer will be held accountable for work completed and has a responsibility to ensure Health & Safety and Equal Opportunities procedures are adhered to.
- An essential feature of the job will be ongoing training especially in relation to the Factoring Officers job role e.g., changes to Factoring legislation etc. The Factoring Officer is expected to comply with training needs identified through processes such as the staff appraisal system and regular personal development update meetings.
- Contribute to the website updates relating to information for Owner Occupiers.
- Attend evening meetings, as and when required.
- To undertake any other tasks which may from time to time be required in line with the needs and objectives of the Association's business.