

Job Description

Income Officer

RESPONSIBLE TO: Income and Lettings Manager

JOB PURPOSE:

To maximise the Trust's income by ensuring the efficient and effective collection of rents and other charges from customers

'WHAT' – you do!

- To provide a full arrears recovery service. Take pro-active action to reduce the number of accounts in arrears, and to meet and aim to exceed challenging performance targets for the collection of current and former tenancy arrears and recharges.
- Adhere to the Trust policy's associated with the role (Rent Collection & Arrears Management Policy, Former Tenancy Debt Collection Policy, Rechargeable Repairs Policy and Debt Write Off Policy) and related procedures.
- Prepare all documentation for legal proceedings, applying to the appropriate Court for money judgements, possession and warrant hearings and attending court hearings to present evidence as required, and attend evictions where required.
- Liaise with the Trust's Support Team to ensure customers receive advice and assistance. Liaise with external partner agencies such as benefits departments, social services and support and advice agencies making referrals where appropriate
- Make contact with customers using a range of methods including home visit, telephone and letters.
- Assist in the review and implementation of policies, procedures and documentation relating to current rent arrears, former tenant arrears, recharges and other tenant debts.

'HOW' – you do it!

We deliver the above by displaying the following example behaviours:

- Treating everyone with respect, being courteous and sincere
- Helping colleagues to deal with and complete difficult situations so we all do a great job
- Taking responsibility, making decisions and having a positive attitude and approach to work
- Meet promises given to customers to deliver high performance
- Actively listen to customers in order to manage their expectations effectively
- Put forward ideas where you can see a positive improvement can be made

No job description can cover every task which may arise within the post. The post holder will be expected to carry out other duties from time to time which are broadly consistent with those in this document.



Person Specification

	ESSENTIAL/DESIRABLE	ASSESSMENT
Behaviour - HOW		
Transparent with your teams and peers	E	I/A
Restless in your approach to finding better ways	E	I/A
Upfront and honest	E	I/A
Skilled - continually improving	E	I/A
Together – championing a “one team” ethos	E	I/A
Experience – WHAT		
Experience of working with customers in a front line role	E	I/A
Experience of working within Social Housing	D	I/A
Understanding of the issues facing local communities	D	I/A
Experience of working in a target and results driven environment	E	I/A
Skills/Abilities/Competence – WHAT		
Interpersonal Skills	E	I
Planning & Organising skills	E	I
Ability to deal with information confidentially and sensitively	E	I/A
Problem solving skills.	E	I/A/S
Ability to work under pressure.	E	I
Ability to develop and maintain effective relationships with our customers.	E	I/S
IT Skills & database management	E	A
Driving license and own transport	E	A
Flexible approach to working hours (ability to work evenings and weekends)	D	I/A

METHOD OF ASSESSMENT

- A Application form
- I Interview
- S Skills Test

