

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 for all stages of debts due from current and former tenants, garage sites and sundry debts. 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 documents relating to legal proceedings, ensuring full case histories are available, applying to the appropriate Court for money judgements, possession and warrant hearings. Wherever possible use initiative to prepare documents independently in line with court protocol and relevant Trust processes.
- Provide representation for the Trust in the County Court for the recovery of arrears as required. Present evidence which has a direct bearing on the outcome of Court Orders granted by the District Judge. Negotiate with and challenge Tenant representation at Court based on case evidence as required.
- To attend evictions where required.
- Respond to enquires relating to tenants accounts including of debt and credit balances and deal with associated record keeping and correspondence.
- 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 thus helping tenants to maximise their household income.
- To have an understanding of domestic budgeting, debt management, welfare reform and benefit regulations.
- Make contact with customers using a range of methods including home visit, telephone and letters and keep records of these on the Housing Management system.
- Assist in the review and implementation of policies, procedures and documentation relating to current rent arrears, former tenant arrears, recharges and other tenant debts.
- To always work in a "safe" way ensuring compliance with legislation, regulatory requirements, best practice and continuous improvement.



'HOW' – you do it!

We deliver the above by displaying the following example behaviours:

- Transparent with everyone, always being open, honest and clear, with ourselves and others ensuring feedback is given in a timely fashion and we commute effectively across the Trust.
- Restless in your approach to finding better ways we're better tomorrow by challenging what we are doing today. Always looking at best practice to ensure we are forward thinking and innovative.
- Upfront and honest. We are bold, confident and direct. We say it as it is. However, we will not be shouty or rude but constructive and clear with people, so they know WHAT we expect from them and HOW they deliver it.
- Skilled - We invest in our people and attract talent so the Trust thrives. We invest in staff to deliver our high performing culture.
- Together – championing a “one team” ethos. We support and talk to each other across teams to help improve lives. We work on delivering more through project teams – rather than the functional/hierarchical teams.

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		
Previous practical experience of customer services, housing, income collection or a related discipline, having dealt with members of the public either face to face or over the telephone.	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
Previous experience of Housing Systems	D	I/A
Skills/Abilities/Competence – WHAT		
Strong communication skills with the confidence to represent at Court and evictions	E	I/A
Some understanding of welfare benefits that would be payable to tenants	D	I/A
Planning & Organising skills	E	I/A
Ability to work independently	E	I/A
Ability to deal with information confidentially and sensitively	E	I/A
Problem solving skills	E	I/A/S
Resilience with the 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

