

JOB DESCRIPTION

Job Title:	Income Recovery Officer		
Directorate:	People	Salary:	£30,024 - £35,412 plus £729 London Weighting Allowance
Section:	Housing Resources	Grade:	BG-H SCP 15 - 24
Location:	Time Square	Work Style:	Flexible

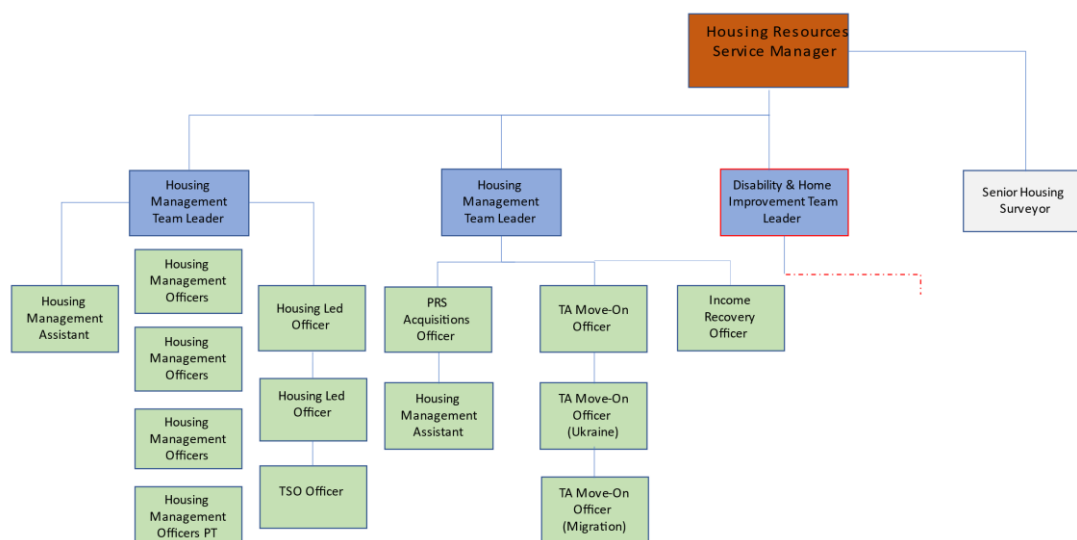
Key Objectives of the role

Under the guidance of the Housing Management Team Leader, to provide a high-quality income management service and be responsible for the arrears management and income collection of a specified caseload.

Maximising income through the effective collection of rent and service charge income, giving appropriate advice and guidance to residents in respect of rent, other tenancy charges and arrears. Working supportively and proactively with the aim of sustaining tenancies

Designation of post and position within departmental structure

Housing Resources



Daily and monthly responsibilities

1. Monitoring and managing a caseload of current rent, service charge, and other housing related debts in accordance with our rent charging policy,
2. Take a proactive approach to recover and prevent rent arrears through the management of individual rent arrears cases. Ensuring that tenants are notified of any arrears at the earliest opportunity. Including setting of arrangements, issuing statements, or recommending further steps such as court action in line with agreed procedures and targets.
3. Maximising the collection of rent, arrears and other sources of income and reduce the level of debt, both to help sustain tenancies and to maintain the viability of temporary accommodation budgets.
4. Engaging with residents in order to negotiate and sustain payment arrangements through a variety of communication methods. Contact will include home visits and working outside of core hours where necessary.
5. Working with residents to meet their needs to prevent evictions, identifying issues to reduce the risk of escalation and tenancy failure. This will include understanding and working empathically with people through complex situations, participating in multi-agency meetings to support risk management and contributing to actions plans, ensuring assigned actions are completed.
6. To keep up to date on welfare benefit entitlements, particularly housing related benefits, and all changes due to welfare reform.
7. To sign post tenants to welfare benefits and other specialist advice. To support completion of claim forms on behalf of tenants.
8. To liaise with the relevant benefits sections in local authorities regarding the processing and progress of individual housing benefits claims and overpayments where appropriate.
9. To undertake routine financial assessments to ascertain affordability to agree repayment plans within set parameters.
10. Assist tenants in maximising income and give advice or where appropriate, referrals on money management matters, empowering and signposting residents to find solutions and appropriate support.
11. To prepare all paperwork for the service of notices, possession proceedings and evictions.
12. To ensure the computer system is updated with details of individual rent arrears actions and provide a regular weekly report on rent arrears to the Housing Management Team Leader
13. To keep up to date with best practice on arrears prevention, putting forward ideas and suggestions for service improvements.
14. To contribute to the development of policies through positive participation in working groups and other activities. Proactively suggesting ways to improve service delivery and work with others to amend policies and procedures to enhance the service to tenants.

Scope of role

The post holder will be expected to make decisions on expenditure within set parameters for the council's discretionary welfare budgets including discretionary housing benefit payments.

The post holder may be required to visit vulnerable households in their homes and will be required to use council laptops in that context which will hold category 3 level information.

The post has significant impact on customers as failure to identify and enable customers to secure the maximum income and access to forms of financial support, including discretionary payments, may lead to exceptional hardship in the community.

Commitment to the Council's Equal Opportunities policy at all times

Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only

PERSON SPECIFICATION

KEY CRITERIA	ESSENTIAL	DESIRABLE
Skills and qualifications	5 GCSEs grade C or above (or equivalent) including Maths & English	Debt Advice qualification Chartered Institute of Housing Professional Qualification Level 3 or equivalent demonstrable experience of complex tenancy debt recovery management.
Competence Summary (Knowledge, abilities, skills, experience)	<p>Sound experience of working in a rent or housing service and dealing with finances.</p> <p>An understanding of social housing issues.</p> <p>Good knowledge of best practice in management of income recovery, debt counselling & debt collection.</p> <p>Knowledge of welfare rights & benefits.</p> <p>Knowledge of housing legislation in debt recovery and best practice.</p> <p>Demonstrate sound knowledge of tenancy management relating to Housing Act of 1985 and relevant knowledge of the Housing Act 1988, Housing Act 1996, and the Localism Act of 2011.</p> <p>Excellent communication skills both written and oral including interviewing skills.</p> <p>Excellent numeracy and analytical skills.</p> <p>Good time management skills, ability to prioritise, work to deadlines & meet targets.</p> <p>Knowledge of financial assessments and ability to undertake them.</p>	<p>Experience of using a housing database for management of rent.</p> <p>Experience of Northgate assessment software.</p> <p>Experience of representing the council with internal and external stakeholders.</p>

	<p>Experience of problem solving with customers and gaining agreement to a course of action and strong negotiation skills.</p> <p>Demonstrable experience of working with a suite of ICT systems including MS Office.</p> <p>Experience of dealing with vulnerable families, adults, and young people. Often facing challenging situations.</p> <p>Understanding of and commitment to the requirements of safeguarding children, young people, vulnerable adults and promoting their welfare.</p>
Work-related Personal Requirements	<p>The post holder must hold a full UK driving licence (or valid equivalent). Non-UK licences must be converted to UK licences in the first six months of employment.</p>
Other Work Requirements	<p>This role has been identified as public facing in accordance with Part 7 of the Immigration Act 2016; the requirement to fulfil all spoken aspects of the role with confidence in English applies</p>
Role models and demonstrates the Council's values and behaviours	<p>Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities.</p> <p>We make our values real by demonstrating them in how we behave every day.</p>
All staff should hold a duty and commitment to observing the Council's Equality & Dignity at Work policy at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Council policies/procedures.	



EMPLOYER RECOGNITION SCHEME

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