Hastings Borough Council

# Job Description

Date: May 2025

## Job Title

Senior Income Recovery Officer

## Directorate

Housing Services

## Grade

Grade 5

## Reports to

*Housing Strategy & Operations Manager (TBC)*

## Location

Muriel Matters House

## Purpose of the Job

To manage the operation of the income recovery service in the housing options team. Ensuring effective collection of rent and service charges across the housing stock which includes council owned, leased, and private nightly paid accommodation.

The income recovery service also has responsibility for recovering debts in relation to loans to secure private rented accommodation, and removal and storage costs.

The role involves delivering high levels of customer service, reducing arrears, maximising income recovery, supporting tenancy sustainment, and ensuring compliance with relevant legislation, policies, and procedures.

Working in a fast-paced environment to manage a team of staff and work closely with several internal and external partners that include the councils housing management, temporary accommodation, revenue and benefits, finance, and legal teams, and external partners including the DWP, money advice / debt relief services, tenancy support, and housing advocacy services.

To ensure that the service meets the statutory and financial obligations of the authority.

Support senior management to help review and improve service delivery.

## Main Responsibilities

* Lead, motivate, and manage the Income Recovery Team to ensure delivery of rent collection targets, minimization of arrears, and maximum recovery of other housing related debts.
* Develop and implement strategies and procedures for the team to follow.
* Lead on the acquisition and implementation of a rent accounts system.
* Lead on partnership working with a wide range of internal and external services to develop working practices and to support vulnerable clients.
* Train and support staff to manage complex income cases and engage positively with clients, providing expert advice on income recovery, welfare reform, and tenancy sustainment.
* Set up reports and analyse data to monitor performance and identify areas for improvement.
* Maintain up-to-date knowledge of housing law, welfare benefits, and sector best practices.

**General Responsibilities**

* Participate in an annual performance appraisal based on agreed objectives that are linked to the Council’s corporate objectives and priorities.
* Ensure that all duties and services provided are in accordance with the Council’s Equalities and Diversity policies and procedures.
* To comply with individual responsibilities, in accordance with work role for health and safety in the workplace.
* Ensure that all duties and services provided are in accordance with the Council’s Child and Vulnerable Adult Protection policies and procedures.
* All employees may be called upon to assist with a range of elections duties for the Council on an occasional basis when elections are called. Participation in elections duties is subject to the terms and conditions as determined from time to time by the Returning Officer or Central Government.
* Undertake such other duties and tasks appropriate to the grade and character of work such as changes in information systems and new technology as may reasonably be required. Therefore, the above list of key result areas in this job description should not be regarded as exclusive or exhaustive.

The Council may, at any time and if relevant to the post, require an Enhanced DBS (Disclosure and Barring Service) Check to be carried out. An enhanced check details Convictions, Cautions, Reprimands and Warnings held in England and Wales on the Police National Computer (and most of the relevant convictions in Scotland and Northern Ireland may also be included).

In addition, it includes a check of the barred lists and any locally held police force non conviction information considered relevant to the job role, by the relevant Chief Police Officer(s).

The key result areas to this post are set out in this job description. It should be noted that the Council reserves the right to update the job description from time to time to reflect changes in or to the post after consultation about any proposed changes. Significant permanent changes in duties and responsibilities will require revisions to be made to this job description.

**Person Specification**

## Job Title

Income Recovery Team Leader

## Directorate

Housing Services

## Essential Requirements

### Qualification

1. Educated to degree level in a relevant subject area or equivalent experience

### Experience & Knowledge

1. Significant experience of working in housing income recovery or related field
2. Supervisory experience in a multi-disciplined customer focused service
3. Experience of and a commitment to work within a comprehensive and inclusive equalities framework
4. Extensive knowledge of Microsoft Office, in particular of Excel spreadsheets and their application
5. Sound working knowledge of computerised financial systems
6. Knowledge of housing legislation and welfare benefits

### Personal Aptitude and Skills

1. Excellent communication skills, written and verbal.
2. Excellent literacy & numeracy skills
3. Excellent of common ICT applications, such as Word, Excel, Outlook or equivalents
4. Ability to analyse and produce user friendly reports on financial information
5. Ability to prioritise own workload and manage the workload of the team
6. Ability to work on own initiative and problem solve
7. Ability to manage and motivate staff in a structured, positive and pro-active manner
8. Evidence of good partnership working across a range of sectors
9. Excellent interpersonal and influencing skills

### Behavioural Approach

1. Satisfactory attendance record (normally less than 5 days absence in a year) but taking into account individual circumstances.

Further behavioural information can be found in our Management Competency Framework which is included in this pack. Interviews will include competence-based questions and our managers are appraised against the framework as part of our performance management process.

### Circumstances

1. Ability to work from the Hastings office for most of the working week.

The above qualities will be assessed in the first instance on the application form and again at the interview stage if selected.

## Desirable Requirements

### Qualification

1. AAT level 4 or equivalent qualification

### Experience

1. Experience of Unit 4 Business World
2. Experience of working on projects and change initiatives.

### Knowledge

1. Some understanding of public sector finance

### Personal Aptitude and Skills

1. Negotiation skills