

## Job Description: Post Title

Waverley is an ambitious authority, committed to being one of the leading Councils in the country at a time of major change by developing a high performing, highly engaged staff team to share the organisation's values and deliver our corporate objectives.

JOB DESCRIPTION	
<b>Job title:</b>	<b>Income Officer</b>
<b>Service:</b>	Housing
<b>Team:</b>	Income Team
<b>Location:</b>	The Burys, Godalming, Surrey, GU7 1HR
<b>Reporting to:</b>	Rent Accounts Manager
<b>Responsible for:</b>	N/A
OUR ORGANISATIONAL VALUES	
<p><b>Collaboration</b></p> 	We know, work with and support one another. We collaborate with residents, businesses and partners and realise the potential of the Guildford and Waverley Collaboration. We empower ourselves and others.
<p><b>Wellbeing</b></p> 	We look after our own and other's wellbeing. We know it's okay to talk to each other about anything we are struggling with. We stay resilient and raise any concerns we have.
<p><b>Trusted</b></p> 	We abide by the Nolan Principles of Public Life: Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty, and Leadership.
<p><b>Value for Money</b></p> 	We spend public money wisely and carefully. We understand and follow our governance processes and raise any concerns with the right person. We celebrate successes and learn from mistakes.
<p><b>Professionalism</b></p> 	We provide professional advice and excellent service, we know our local areas and understand the communities we serve. We listen to all concerns and ideas. We benchmark our performance and always strive to improve.

## PRINCIPAL PURPOSE OF THE ROLE

- To support tenants in making payments to maximise Waverley's income and minimise the risk of bad debts, evictions and homelessness.
- To identify the risk of, and actual debt at the earliest opportunity and take appropriate, prompt actions to assist tenants to meet their rent, service charges and other charges.
- To provide appropriate support, advice and signposting to tenants, to maximise their income, reflecting their individual needs.

## MAIN DUTIES AND ACCOUNTABILITIES

- To manage rent accounts and former tenants arrears by collecting payments in line with policy and procedures.
  - To maintain clear and accurate records for all contacts and cases.
  - To maximise income and meet collection targets.
  - To provide financial advice, support and signposting to tenants and to ensure they recognise rent arrears as a priority debt.
  - To build respected and trusted relationships with tenants to negotiate payment plans to reduce arrears.
  - To carry out home visits to support tenants in line with policy.
  - To liaise with external agencies and stakeholders to maximise tenants income and to maintain their home.
  - To attend casework meetings, as the Council representative, with other statutory agencies.
  - To maintain accurate records and producing reports on individual cases for senior management review and court proceedings.
  - To produce patch-based reports on performance.
  - To prepare legal documents in line with procedures and Rent Arrears Pre Action protocol.
  - To attend court hearings and internal review meetings as required.
  - To attend evictions where all other efforts have been unsuccessful to recover the arrears.
  - To provide general support and cover in the absence of other team members as directed by the Rent Accounts Manager.
  - To work on projects in the wider housing service team, as directed by the Rent Accounts Manager.
  - To carry out such other duties as shall be specified by the Rent Accounts Manager.
- Business Continuity**
- Play a pivotal role in business continuity planning and should the need arise assist in ensuring business recovery of key service provision in a 24 hour window.
- Health and Safety**
- Comply with all Health and safety legislation for your area of work, ensuring that risks are identified, managed and monitored as required.
- To follow the Corporate lone working policy.

## DIMENSIONS OF THE ROLE

- Individual patch officers to collect rent from c1,000 accounts equivalent to c£6.5m income per year.
- To monitor and action as required rent accounts at least once a week, which could involve contact with tenants by phone, email, letter, text or visit.
- To attend court hearing as the Council's sole representative

- Team to collect rent from c5,000 accounts totaling c£33m rental income per year
- To meet the rent collection target, which is critical to deliver the Housing Revenue Account Business Plan.

#### AREAS OF ACCOUNTABILITY/PROBLEM SOLVING – DECISION MAKING / SCOPE FOR IMPACT

- Determine the appropriate recovery action, which range from repayment plans, benefit claims, direct welfare payment to eviction.
- Use initiative to negotiate achievable repayment plans and assist tenants to maintain their home and prevent homelessness.
- To understand the individual needs of tenants and adapt actions as required to deliver a sensitive service.
- An understanding of housing legislation, tenancy law and court proceedings to effectively collect income.
- To advise tenants on welfare benefits and charitable funds to maximise their income inc Discretionary Housing Payments, Household Support Fund and Citizens Advice referrals.
- Safeguard the welfare of children and vulnerable adults by reporting any concerns they have as set out in the appropriate policies.

#### PLANNING/ORGANISING/CONTROLLING

- Managing 1,000 accounts and tenant relationships
- To provide a duty service and team cover
- Effectively manage conflicting and changing priorities.
- Plan and prioritise individual workload to meet deadlines to meet personal and shared targets.
- Effective use of ICT systems available, to manage time and workloads.
- Commitment to team working and internal communication.

#### CUSTOMERS AND CONTACTS

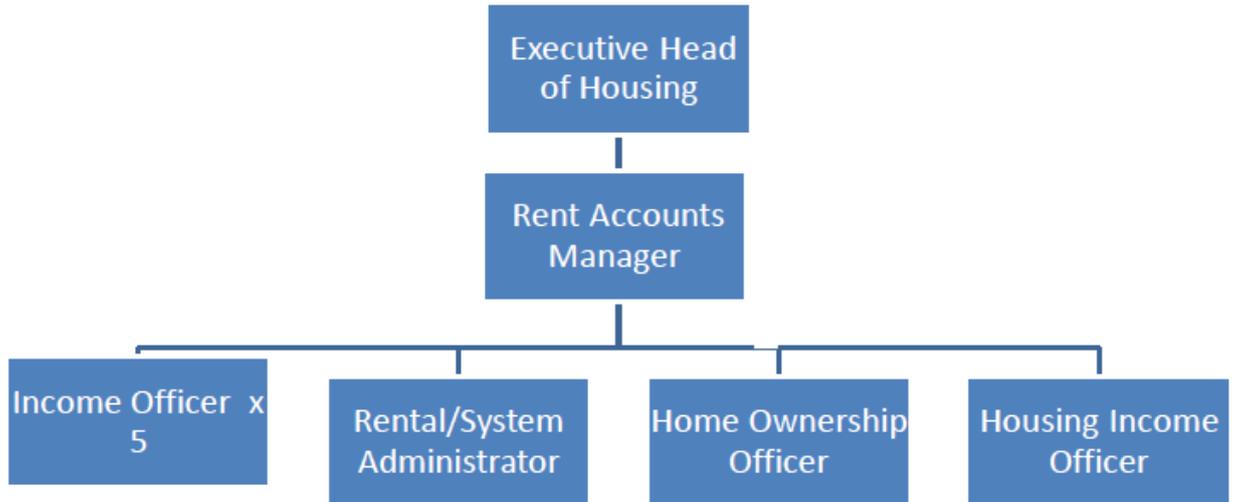
##### INTERNAL

- Other services within the Council, particularly other housing teams, the revenues team and the benefit assessment team.

##### EXTERNAL

- Tenants
- Citizens Advice
- Social Care teams (children and adults)
- Department for Work and Pensions
- County Court
- Other support services and charities

SERVICE/TEAM STRUCTURE



## PERSON SPECIFICATION

Candidates must be able to demonstrate, giving examples, **all essential criteria** marked as A, A/C or A/I within their application form to be shortlisted for this role.

	PERSON SPECIFICATION			
	ESSENTIAL CRITERIA	How ASSESSED	DESIRABLE CRITERIA	How ASSESSED
<b>QUALIFICATIONS/ EDUCATION / TRAINING / EXPERIENCE</b>	English and Maths GCSE level or equivalent qualifications	<b>A/C</b>	Housing Qualification	<b>A/C</b>
	Experience of working within set policies and procedures guidelines	<b>A/I</b>	Experience of working in a housing or finance role	<b>A</b>
	Experience of providing customer focused service	<b>A/I</b>		
<b>KNOWLEDGE /TECHNICAL SKILLS</b>	Ability to use a range of ICT systems including specialist packages	<b>A/I</b>	An understanding of welfare benefits	<b>I</b>
	An understanding of social housing	<b>A/I</b>	An understanding of Housing Law and the Rent Arrears Pre-Action Protocol	<b>I</b>
	Good numeracy and written skills	<b>A/I/E</b>	Awareness of Safeguarding	<b>I</b>
	Ability to use range of styles and approaches to gain trust to negotiate and influence.	<b>A</b>	Debt counselling and money advice provision	<b>I</b>
<b>COMMUNICATION</b>	Ability to interview tenants in a sympathetic, understanding and professional manner.	<b>I</b>		
	Able to represent the Council at meetings, externally and internally.	<b>I</b>		
	Good interpersonal and communication skills. Able to: <ul style="list-style-type: none"> <li>work effectively with staff at all levels within the organisation,</li> </ul>	<b>I</b>		

	<p>customers and other stakeholders</p> <ul style="list-style-type: none"> <li>• write clear, concise reports</li> </ul>			
<b>CUSTOMER SERVICE</b>	Understanding of and commitment to promoting equality and diversity in service delivery and employment.	I		
	Accurate spoken English is essential for the post	I		
	Takes ownership of customers' requests, manages expectations and delivers a high quality customer focused service.	I		
<b>TEAM WORKING</b>	Ability to work as part of a team	I		
	Builds constructive and productive internal and external relationships	I		
<b>MANAGING SELF AND OTHERS</b>	Ability to organise own workload, in line with policies and procedures to meet targets and deadlines.	I		
	Able to work on own initiative with minimum supervision and take responsibility for decisions.	I		
	Stays calm and focused under pressure.	I		
<b>CAN DO APPROACH / ACHIEVING RESULTS</b>	Be flexible, adaptable and responsive to changing needs and circumstances.	I	Ability to advise on external factors that may impact service delivery	I
	Enthusiasm and ability to learn to meet all the desirable requirements of the role as part of an agreed development plan	A/I		
<b>ADDITIONAL SPECIFIC</b>	For business continuity purposes you are required to have access to the	A/I		

<b>REQUIREMENTS FOR THIS POST*</b>	internet at home via broadband on a PC, laptop or tablet.			
	Full and valid driving licence and use of a car during working hours	<b>A/I/C</b>		

\* Please note that Waverley Borough Council cannot guarantee to supply you with the provision of equipment such as laptop, tablet, mobile phone or pool vehicle

**How assessed:**

- A = Application CV/Personal Statement
- C = Certificates/professional Registration
- D = DBS police check
- E = Exercise
- I = Interview
- M = Medical assessment

For Official Use only			
<b>Job title:</b>	Income Officer	<b>Post no:</b>	HG04
<b>Service:</b>	Housing	<b>JE score:</b>	227
<b>Team:</b>	Income	<b>Pay band:</b>	8
<b>Location:</b>	The Burys Godalming, Surrey GU7 1HR	<b>Position type:</b> (if part time, working pattern)	Full time 37 Hours/ Five day week
<b>Competencies: (level 1 – 4)</b>	<b>Communication:</b>	<b>2</b>	
	<b>Customer Service:</b>	<b>2</b>	
	<b>Team Working:</b>	<b>2</b>	
	<b>Managing Self and Others:</b>	<b>2</b>	
	<b>Can do approach/Results:</b>	<b>2</b>	
<b>REVIEWED BY:</b>	<i>Hugh Wagstaff / Annalisa Howson</i>	<b>DATE:</b>	Nov 2023
<b>CHECKED IN:</b>	HR	<b>DATE:</b>	
<b>LAST UPDATED:</b>		<b>DATE:</b>	