



## Job Description and Person Specification

<b>Job Title:</b>	Senior Housing Income Officer	
<b>Post Number</b>	P2416	<b>JE Ref:</b> GT
<b>Grade:</b>	PO2	
<b>Other Payments:</b>	Casual Car User Allowance	
<b>Job Family</b>	Principal Officer - Team	
<b>Directorate:</b>	Community and Place Delivery	
<b>Progression:</b>	Progression through the grade is dependent on performance against delivery targets, value and behaviours	
<b>Hours per week:</b>	37	
<b>Accountable to:</b>	Housing Income Team Leader	
<b>Date created/ reviewed:</b>	March 2025	

### JOB DESCRIPTION FOR SENIOR INCOME OFFICER

#### Job Purpose

The post holder will be an expert resource to support the Housing Income team on legal issues, best practice on all aspects of income management and debt recovery. Ensuring collection of the maximum amount of rental income for the councils' homes and garages to ensure sufficient revenue to maintain a first-class housing service, and good quality, safe homes. Additionally, they will ensure compliance with all relevant legislation, including the Social Housing (Regulation) Act 2023.

The post holder will develop positive working relations with colleagues across the council in meeting the objectives of this post. This includes colleagues in Leasehold Management, Neighbourhoods, Housing Options, Regulatory Services and Community Protection amongst others.

The post holder will line manage a small team of Tenancy Sustainment Officers and will deputise for the Income Management Team Leader in their absence.

## Accountabilities

1.	To contribute to the development of strategic objectives within the housing income and wider tenancy services and to help us meet the strategic objective aims of the council.
2.	To line manage the Tenancy Sustainment Team in carrying out their duties including their day-to-day supervision, regular one to ones and annual and mid-year reviews in line with council policy and continuously monitor and report on the performance and outcomes of the team, ensuring relevant legislative and regulatory requirements, individual's and the team objectives are achieved to agreed standards.
3.	To manage, train and supervise the work of the Housing Income Officers as required for them to ensure they collect all current and former rent debts. Assisting officers with complex cases to ensure support and enforcement action is in place in a legal and timely manner, in accordance with council policy and relevant legislation.
4.	Act as the Lead officer responsible for reviewing, implementing and monitoring of tenant service charges, keeping abreast of service charges and legislative changes which may impact what we can collect and reviewing on an annual basis before year end.
5.	To be the lead officer for direct debits including year-end charge updating.
6.	To attend families first meetings and represent the council at other meetings with our internal and external partners as required.
7.	Review cases with Income Officers when they escalate through the rent arrears enforcement process, ensuring that our public sector equality duties and the pre action protocols are adhered to and that families facing eviction are referred to housing options for prevention advice.
8.	To be responsible for a small caseload of complex cases through to resolution, including enforcement and court action.
9.	Annually, or when required, review and update policies, procedures and published information covering all aspects of the service delivery in respect of income management, debt recovery and tenancy sustainment.
10.	To develop positive working relationships with relevant stakeholder including, but not limited to, in Leasehold Management, Neighbourhoods, Housing Options, Regulatory Services and Community Protection, Citizens Advice and Department of Work and Pensions.
11.	To support and embed a performance culture and manage change and lead on continuous improvement initiatives, working groups and where a departmental lead, champion or representative is required to lead or promote a corporate project.
12.	To assist with the procurement and tendering of contracts for continuous service improvement.
13.	Ensure the income team are compliant with the consumer standards as listed in the Social Housing (Regulation) Act 2023 and maintain effective consultation and

communication through resident engagement opportunities, including attendance at face-to-face meetings, events, electronic surveys and focus groups as necessary.
14. To make sure all health and safety and fire risk assessments are carried out in respect of all staff, properties and estates which fall under the responsibilities of this post.
15. Research, analyse, diagnose, interpret and evaluate complex data/ information (using specialist software and interrogation techniques where appropriate) and take action or make recommendations to enable users to make informed decisions.
16. Manage and monitor business continuity arrangements in the event of emergencies and local critical incidents, including participating in out-of-hours call out and management cover, in accordance with the Council's emergency plans/
17. Develop and maintain effective working relationships with councillors, colleagues, customers, partners and external agencies to ensure that service objectives are effectively delivered.
18. Demonstrate the Council's Managing Effectively competencies – leadership, managing performance, developing talent, managing resources, communicating with the team, managing change, acting with integrity and customer focus – to ensure that leadership is provided in a purposeful and positive way
19. Ensure that effective arrangements are in place to secure the overall well-being and health and safety of all employees and people delivering services for the Council.
20. Ensure that all activities and ways of working build upon the Council's positive approach to equal opportunities and comply with the relevant statutory duties.
21. Provide cover, where required, and general assistance to line manager to ensure effective delivery of objectives.

## **Demands**

<p>Ability to plan own workload and work on own initiative in accordance with statutory deadlines, policy and procedures and supervise staff in relation to their workload.</p> <p>Ability to identify deficiencies in policy, procedures or service delivery and take action to address them including consultation with a wide range of stakeholders.</p> <p>Ability to manage, organise and support the Tenancy Sustainment Officers ensuring adequate service cover during working hours taking into account both routine and unexpected staff absences.</p> <p>Ability to work under pressure to tight deadlines while being subject to interruptions and distractions arising from unforeseen events or general queries</p> <p>Ability to walk around estates and climb stairs where occasionally there may be limited or restricted access due to building works or abandoned items or properties where there is hoarding and/or extreme filth.</p>
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Ability to deal with people either on the phone or face to face who may display unpredictable behaviour, be physically aggressive or verbally abusive.

Meeting and dealing with people who are facing challenging personal circumstances including debt, poverty, abuse, neglect or poor health.

Meeting with people or attending case conferences related to mental health or physical and mental deterioration associated with old age, disability or lifestyle.

The post holder will be required to be flexible and undertake any other duties according to the needs of the organisation. This job description is not intended to be an exhaustive list of activities, but rather an outline of the main areas of responsibility. Any reasonable changes will be discussed and agreed with the job holder before any variations to the job description are made.

## **Working Conditions**

Normal office conditions including hybrid working arrangements (working at home or attending council office/ off site when required).

Daily interactions including home/site visits with stakeholders and/or customers, some of whom may be unhappy with decisions that affect them and where access may be restricted, or environment neglected.

Able to attend meetings and events during evenings and at weekends as required.

Attendance at court to present cases.

## **Other Employment Requirements**

Ability to participate in the Emergency Planning process which may require occasional attendance out of hours.

Clean driving licence and access to a vehicle, taxed and insured for business use.

Role is suitable for hybrid working arrangements. Attendance at the office will be in line with business needs and for a minimum of 2 days per week.

Occasional work outside normal working hours for peak workloads and/or emergency response/business continuity arrangements.

## **Method of Assessment Codes**

A	Application Form	T	Tests (online / at interview)	R	Reference	D	Documentary Evidence	I	Interview	O	Other
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ROLE SPECIFIC PERSON SPECIFICATION - [add role title]				
Criteria		Essential	Desirable	Assessment
<b>Values and Behaviours</b>				
	We are Customer Driven	X		I, T, R
	We Care	X		I, T, R
	We are Confident	X		I, T, R
	We Work Together	X		I, T, R
	We are Trusted	X		I, T, R
<b>Qualifications</b>				
Q1	<ul style="list-style-type: none"> <li>Educated to degree or equivalent level or can demonstrate significant experience in a similar role and high level of literacy and analytical skills</li> </ul>	X		A, D, I
Q2	<ul style="list-style-type: none"> <li>Membership of Chartered Institute of Housing or equivalent experience</li> </ul>	X		A, D, I
Q3	<ul style="list-style-type: none"> <li>Driving licence and access to vehicle</li> </ul>	X		A, D, I
Q4	<ul style="list-style-type: none"> <li>CIH Level 3 Certificate in Housing or CIH Level 4 Diploma in Housing</li> </ul>		X	A, D, I
<b>Knowledge</b>				
K1	Up to date and working knowledge of Housing, landlord and tenant legislation, regulations, standards and core disciplines of work area	X		A, I, T
K2	Knowledge and understanding of: <ul style="list-style-type: none"> <li>functions of local government</li> <li>Developments and challenges facing social housing and social landlords</li> <li>Best practice in service delivery</li> <li>Tenant consultation and involvement</li> <li>Partnership working and Stakeholder Engagement</li> </ul>	X		A, I, T
K3	Clear understanding of equality and diversity legislation and good practice	X		A, I, T
K4	Good knowledge of IT including Microsoft Office Suite packages	X		A, I, T
K5	Good general working knowledge of welfare benefits system	X		A, I, T

Experience				
E1	Experience of successfully supervising and managing staff	X		A,I,T,R
E2	Experience of working in a similar role	X		A, I, R
E3	Experience of leading policy development and implementing policies, practices and service improvements along with internal and external stakeholder consultation	X		A, I, R
E4	Evidence of leading change and commitment to continuous improvement	X		A, I, T, R
E5	Substantial experience of providing excellent customer care and willingness to deliver customer focused services	X		A, I, T, R
E6	Experience of managing rent accounts, debt recovery and service charging in a social housing setting.	X		A, I, T, R