



Hexagon

Income Officer Recruitment Pack

December 2025



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Welcome letter

December 2025

Dear Candidate

Income Officer – 12 month Fixed Term Contract

Thank you for your interest in working for Hexagon Housing Association.

If you require a copy of this document in an alternative format please contact us on the details below.

As a provider of high quality housing and care services, we believe it is important to recruit talented individuals who share our vision to be the provider of choice.

We know that attracting and keeping the best people is the most effective way to build a successful business, so we are committed to investing in you and your future, offering a competitive remuneration package and providing extensive learning and development opportunities throughout your career.

This pack gives background information on Hexagon and the role you are applying for. Please make sure your application reaches us by **Wednesday 7th January 2026**.

You will be contacted within ten working days of the closing date if you have been shortlisted. If we do not contact you, then please assume that you have been unsuccessful on this occasion.

Please note we do not accept CVs. Applicants must fully complete our online application form.

Good luck!

Hexagon Human Resources

Tel: 0208 768 7941

Email: recruitment@hexagon.org.uk

Web: www.hexagon.org.uk/careers

About Us

Hexagon Housing Association owns and manages approximately 4500 homes in south-east London and Kent. Most of our stock is general needs housing but our portfolio of shared ownership and leasehold housing is growing. We also have over 300 homes in Supported Housing schemes, about two thirds of which we manage ourselves and one third is managed by Supported Housing agencies. Co-operative managing agents manage about 300 of our general needs rented homes.

Our partner boroughs are Southwark, Lewisham, Greenwich, Bexley and Croydon, with a small number of homes in Bromley and Kent. We are building new homes for rent and shared ownership, currently mostly in Southwark, Croydon and Bexley. Our shared ownership and leasehold portfolio is expanding and is expected to continue to grow in the future.

Our homes include all types ranging from modern purpose-built blocks of flats, through to Victorian houses converted into flats and houses. We do not manage any large estates – our biggest single estate is 100 flats – but we do manage a number of small estates and blocks.

As an organisation, we are concerned with people, their homes and communities. We make good quality, affordable housing and services available to people in South London, and work to extend opportunities and improve the neighbourhoods they live in.

Like all housing associations, Hexagon is a not-for-profit organisation and is regulated by the Regulator of Social Housing (RSH).

Hexagon currently employs 120 staff. We recognise the importance of making Hexagon a great place to work and are committed to continuously improving staff engagement. We are a certified Great Place to Work with IIP Gold. All of our staff are based at our office in Sydenham SE26 and although the office will be your place of work, our expectation is that office and home working is blended to ensure that it works for both staff and the organisation.

Our values are designed to enable us to:-

Put our **C**ustomers at the heart of what we do

Appreciate difference

Be **R**esponsible (and accountable)

Empower our people



The Neighbourhood Services Team

Thank you for showing an interest in the Income Officer post. Set out below is some background information about Hexagon, the department and the job, which we hope you will find useful.

Stock profile

Hexagon Housing Association owns and manages approximately 4500 homes in south-east London and Kent. Most of our stock is general needs housing but our portfolio of shared ownership and leasehold housing is growing. We also have over 300 homes in Supported Housing schemes, about two thirds of which we manage ourselves and one third is managed by Supported Housing agencies. Co-operative managing agents manage about 300 of our general needs rented homes. We also have three high support schemes which are managed by another manager.

Our partner boroughs are Southwark, Lewisham, Greenwich, Bexley and Croydon, with a small number of homes in Bromley and Kent. We are building new homes for rent and shared ownership, currently mostly in Southwark, Croydon and Bexley. Our shared ownership and leasehold portfolio is expanding and is expected to continue to grow in the future.

Our homes include all types ranging from modern purpose-built blocks of flats, through to Victorian houses converted into flats and houses. We do not manage any large estates – our biggest single estate is 100 flats – but we do manage several small estates and blocks.

Our office

The Income staff are based at our office in Sydenham, London SE26 along with all other Hexagon staff. Our office will be your place of work, although we work in a hybrid way and our expectation is that office attendance will be a minimum of 2 days per week.

The Income Team

The Team is led by the Income Collection Manager who reports to the Head of Housing Services.

The Income team lead on the recovery of revenue across all tenures. The Neighbourhood Services team lead on tenancy and estate management, lettings, tackling ASB and ensuring compliance around Fire Risk Assessments.

Resident Involvement and Community Investment

Hexagon has a good reputation for involving our residents in the management of their homes; the work is co-ordinated by our Resident Involvement team.

We also have a Community Investment team delivering employment support, money advice and community investment activities and although both these teams report to the Head of Housing Services, they work closely with Neighbourhood & Estate Services to engage with our residents.

Current Priorities

The strategic priorities for the Income Team in the next year are:

- Maintaining Hexagon's rental income and keeping under review the effectiveness of strategies to manage the impact of welfare reform.
- Effective management of cases made up of each individual's patch to ensure we see a reduction of arrears to achieve individual KPI's, that then feed into team goals and targets
- Management of managed migration of legacy benefit claimants transitioning across to UC, limiting impact on arrears during this process
- Working closely with colleagues in our Money Support team to provide quick and efficient referrals so support can be provided at the right times to prevent escalations to court
- Making sure our performance against the Tenant Satisfaction Measures is something we and our residents can be proud of.

Hexagon as an Employer

We recognise the importance of making Hexagon a great place to work and are committed to continuously improving colleague engagement.

Job Description

Job title: Income Officer

Responsible to: Income Collection Manager

Purpose:

- 1.1 Provide an effective, efficient and responsive revenue service to residents on a patch, maximising income and sustaining tenancies.
- 1.2 Contribute to the development and implementation of strategies, policies, procedures and service improvements.
- 1.3 Deliver a customer focused service in line with Hexagon's Customer at the Heart principles and safeguarding procedures
- 1.4 Work across the Housing Services to ensure wider work plan objectives are delivered.

Principle Accountabilities:

Customer Service

- 2.1 Offer a courteous and polite service to the Hexagon's customers, dealing with requests promptly and giving accurate and fair advice.

Tenancy Management

- 2.2 Support the Neighbourhood Services team in resolving tenancy management issues.
- 2.3 Support the Neighbourhood Services Team in identifying, reporting and Investigation of reports of tenancy fraud and sub-letting

Rent Arrears

- 2.4 Lead the recovery across all tenures of rent, service charge and other debt , including former tenant arrears (where tenant still with Hexagon), proactively and in accordance with the Association's Policies and Procedures, taking prompt action where required to ensure that, arrears are kept in line with agreed targets.
- 2.5 Where required, across all tenures, take all steps in the legal process including representing Hexagon at Court and First Tier Tribunals, and present cases on behalf of the Association.
- 2.6 Prepare statistics and information on patch arrears management within a reasonable timescale, as required

2.7 Working with the financial inclusion team, Support providers, Local Authority, DWP and other external agencies ensure residents receive the support necessary to pay rents and service charges.

Allocations and Voids

2.8 In liaison with the Neighbourhoods Team and Financial Inclusion Team ensure agreements reached with outgoing residents regarding outstanding debt, and incoming residents are able to meet the financial obligations they are undertaking.

Tenant Participation

2.9 Provide support and advice to tenants and residents associations and other representative groups, as required where relating to the promotion of payment of rent and service charges and financial inclusion, including attending external tenants meetings, including those outside office opening hours and in line with the Association's commitment to resident involvement in service delivery

Estate Management, Repairs and complaints

2.10 Where revenue action leads to a service complaint in relation to service/disrepair claim, liaise with the Finance Department, Property Services, and Neighbourhood teams to ensure prompt resolution and facilitation of revenue recovery.

Homeownership

2.11 Where required lead on the revenue recovery for any homeownership tenures within the patch in line with Hexagon's policies and procedures and with legislation. This includes liaising with the Leasehold Officer, and Rent and Service Charge Project Manager to provide comprehensive responses to service charge enquires where relate to recovery.

Administration

2.12 Be responsible for own administration, including filing and word-processing letters and reports. Where required coordinate responses to resident Subject Access Requests.

General

Act always in accordance with Hexagon's published policies and procedures.

Maintain high standards of probity and confidentiality.

Take responsibility for self-development, attending training, supervision, appraisals, team meetings and staff conferences as required.

Carry out all other duties as may be reasonably be assigned

Notes

All tasks within this job description may be carried out on behalf of Hexagon Housing Association, its subsidiaries, and any associated organisations.

This Job Description does not form part of the post holder's contract. This job description may be periodically reviewed to take account of changing demands. The post holder will be consulted before amendments to this job description are made.

Person Specification – Income Officer

Skills Required	Level
Skills/Knowledge/Abilities	<p>Essential</p> <ul style="list-style-type: none"> • Proven experience of debt/arrears recovery – preferably in the housing sector. • Computer literate, with knowledge of Word and Excel • Good numeracy skills to a standard which enable the calculation of rent and service charge payments • Good verbal and written communication skills and an ability to effectively represent the Association externally • Ability to sensitively manage difficult situations with residents to achieve positive outcomes. • Ability to manage a varied and busy workload to meet deadlines and targets • Knowledge of the legal processes involved in arrears recovery • Knowledge of housing and welfare benefits <p>Desirable</p> <ul style="list-style-type: none"> • Experience of computerised arrears management systems (e.g. RentSense)
Personal Qualities	<p>Essential</p> <ul style="list-style-type: none"> • An understanding of issues relating to diversity and a commitment to equal opportunities in the delivery of a housing service • A positive “can do” attitude and a commitment to a high standard of service delivery. • An understanding of and commitment to team working • Able to work outside of normal office hours on occasions <p>Desirable</p> <ul style="list-style-type: none"> • Access to vehicle to travel to court hearings/customer visits.

The above specification will be used in the shortlisting process. As a minimum, candidates must cover the requirements marked as ‘Essential’ in their application where the Application Form has been identified as one of the methods of assessment.

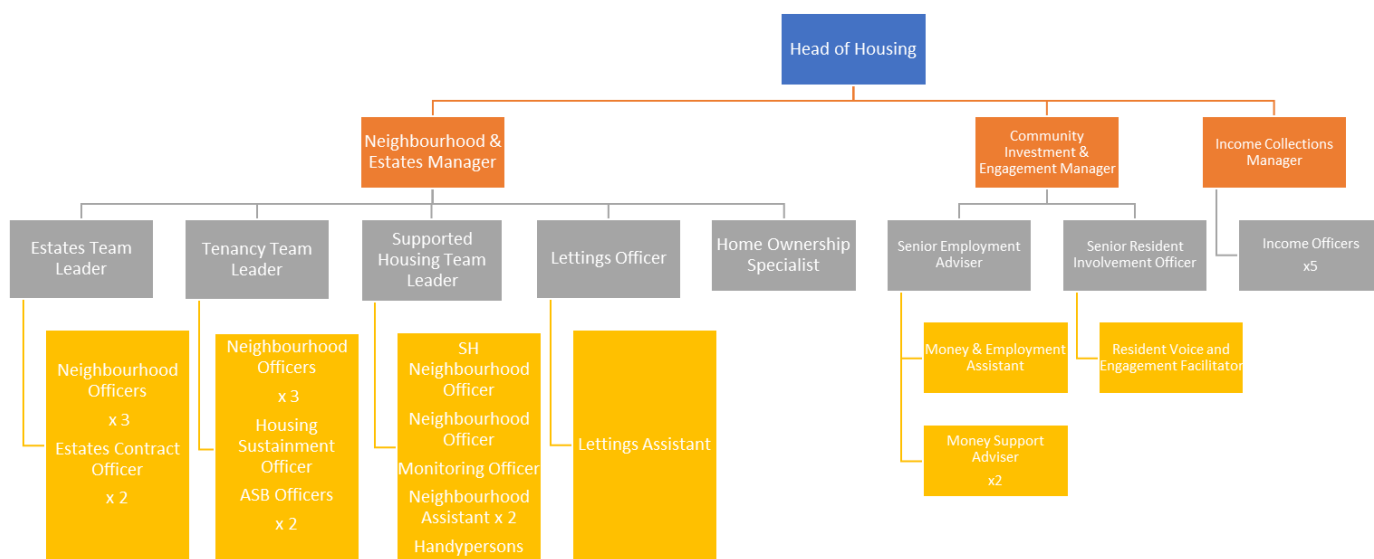
Our Culture Web and CARE Behaviours



Cultural Behaviours Matrix

Values	Customers at the heart	Appreciating difference	Responsible & accountable	Empowering people
All staff	<ul style="list-style-type: none"> Be polite Keep your promises Communicate updates regularly Listen and show empathy Be solution focused with a 'can do' attitude Ask and act on feedback from customers 	<ul style="list-style-type: none"> Seek to understand difference Treat people as individuals Be self-aware of own bias Be non-judgemental Be respectful 	<ul style="list-style-type: none"> Don't blame, just explain Don't pass the buck Acknowledge and follow up emails/queries within agreed times Keep calendar presence up to date Respect others' time 	<ul style="list-style-type: none"> Share skills and good practice Collaborate and work as a team Attend job/person centred training Be trusting and trustworthy Be constructive Ask for what you need to do your job
Managers	<ul style="list-style-type: none"> Embed the CATH principles Take ownership for customer experience Learn from customer feedback Listen and take action 	<ul style="list-style-type: none"> Be aware of individual staff traits Respect different ways of working Be flexible in setting objectives Be fair and equitable to all team members 	<ul style="list-style-type: none"> Listen to staff and explain when making changes Set intelligent SMART objectives Recognise achievements Be consistent Be results focused Put policies/procedures in place and make sure they are followed 	<ul style="list-style-type: none"> Promote ongoing learning for team members Set clear priorities and expectations Be supportive and flexible Step in with support when resolution is needed
Directors	<ul style="list-style-type: none"> Consider the impact of decisions on customers Be seen to be listening Be close to the 'frontline' Be strategic, seeing the bigger picture Guide change 	<ul style="list-style-type: none"> Be a champion and voice of diversity Be accessible and approachable Be fair in conflict resolution Set a positive performance management framework that recognises difference 	<ul style="list-style-type: none"> Set realistic but stretching objectives Be visible and interact with staff/residents Be honest and transparent Be open to constructive feedback 	<ul style="list-style-type: none"> Set clear direction and delegate Lead by example Get to know and value your people Provide recognition

Organisation Chart



Principal terms and conditions

(For information purposes only)

Working for Hexagon

We pride ourselves on providing a working environment which allows people to enjoy what they do, develop their skills and fulfil their potential. We are accredited by Investors in People with Gold status, demonstrating our commitment to the development of our staff. We offer excellent conditions of employment, and training programmes.

1. Position

Income Officer -
12-month fixed term contract (with possibility of extension/permanent role)

2. Remuneration

Salary £35,340 - £39,268 (dependent on experience)

3. Our generous range of benefits includes:

Core Benefits

- Defined Contribution Pension scheme with 3 x life assurance.
- Private Medical Insurance.
- Excellent Employee Assistance Programme (EAP)

Work life balance

- Hybrid Working/TOIL.
- Enhanced Maternity and Paternity leave.
- Adoption Leave.
- Enhanced Carers Leave.

Other Benefits

- Salary Sacrifice – Gym Membership Scheme.
- Salary Sacrifice – Car Leasing Scheme.
- Salary Sacrifice – Computer Scheme
- Season Ticket Loan
- Cycle 2 Work Scheme

Rewarding our staff

- A comprehensive corporate training and development plan.
- Fully comprehensive induction and training for all employees.
- Staff Excellence Awards.
- Social Events.

4. Annual Leave

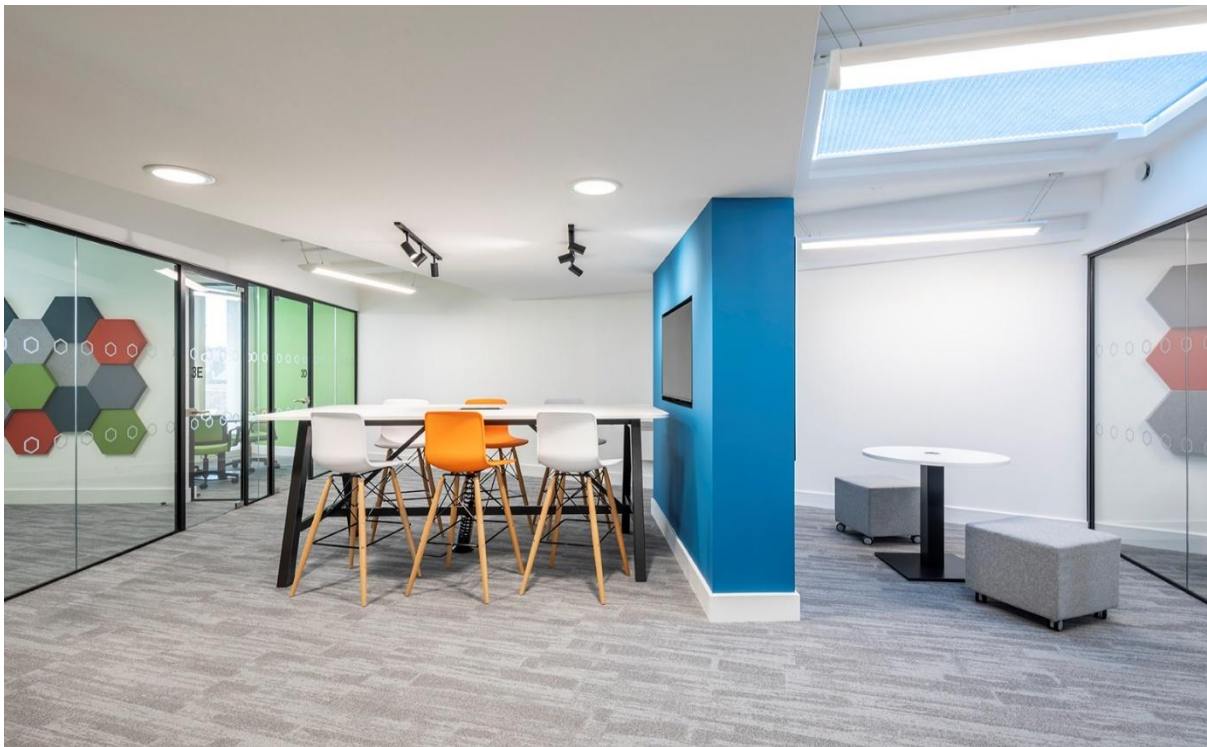
26 days plus 8 public holidays increasing by 1 day per annum up to 31 days.

5. Location

Your normal place of work will be our head office at 130-136 Sydenham Road Sydenham, London SE26 5JY. Arrangements for Hybrid Working (2 days per week office) will be discussed with the successful candidate.

6. Working hours

Full time – 35 hours per week



A workspace at our Sydenham Road Office

The Advertisement

Income

Officer

12-month fixed term contract (with possibility of extension/permanent role)

Full-time - 35 hours per week

SALARY £35,340 - £39,268 (dependent on experience)

London SE26 - Hybrid Working

Hexagon Housing owns and manages over 4000 general needs homes in South-East London. We take pride in providing high quality services to our customers, are committed to raising the quality of our services and putting residents at the heart of what we do

We are looking for an outstanding candidate with a genuine desire to work with our residents to join our Income Team to cover a 12-month secondment. There is the possibility of a permanent role after 12 months should the secondment become permanent.

You will ensure that our income collection services are delivered with the highest standards of professionalism and customer care. You will provide an effective, efficient and responsive revenue service to residents on a patch, maximising income and sustaining tenancies.

Our ideal candidate will have:

- A background in debt/arrears recovery (preferably in the housing sector).
- Knowledge of the legal processes involved in arrears recovery.
- A commitment to excellent standards of customer care.
- Good communication, numeracy, and IT skills.
- An ability to sensitively manage difficult situations with residents to achieve positive outcomes.

If you think you have the skills to do all this and more, we want to hear from you.

As an organisation we are concerned with people, their homes, and communities. We make good quality, affordable housing, and services available to people in the local areas we serve, and work to extend opportunities and improve the neighbourhoods they live in

We are a dynamic company that is committed to employee engagement, values its staff and provides a work environment that is built on flexibility, empowerment, and a commitment to support you to be the best that you possibly can. If you want to work with a fantastic team and feel proud of the contribution that you make each day, then we very much want to hear from you.

We will offer you excellent personal development, training and supervision to help you achieve your full potential, and an excellent package including flexible hybrid working (2 days office based), private medical insurance, defined contribution pension scheme with 3 x life assurance, and 26 days annual leave rising to 31.

For an application pack and further details please visit our website www.hexagon.org.uk/careers

No agencies

Closing Date: Wednesday 7th January 2026

Interview Date: Monday 19th January 2026

We are committed to building a diverse workforce and making Hexagon an inclusive place to work where everyone can be themselves and feel valued for their contribution.

Accessibility and Adjustments

We are committed to providing reasonable adjustments throughout the recruitment process to ensure inclusivity. If you have any specific requirements, please contact recruitment@hexagon.org.uk

Key dates and the selection process

Closing date:	Please make sure your application is submitted by – Wednesday 7th January 2026
Short listing:	Monday 12th January 2026
Interviews:	Will be held face-to-face at our offices in Sydenham SE26 on Monday 19th January 2026 With Panel members (Income Collection Manager and Head of Human Resources)