

RUGBY BOROUGH COUNCIL

JOB PROFILE

Post No.**Post Title:** Income Officer**Unit/Team:** Housing Services**Grade:** Grade E**Service:** Communities & Homes**Reports to:** Housing Services Team Leader**Issue Date:** June 2023

PURPOSE OF THE JOB

The main responsibilities of the post are to provide all Income management functions of the Council as far as they affect tenants to achieve the Council's housing objectives and the priorities of the Council.

To contribute as a member of a multi-functional team of housing staff to provide a seamless, qualitative and customer focused service.

To contribute as a member of the wider team in creating a positive working environment.

To ensure that customer care is maintained to the agreed standards according to the Council's purpose, aims and values.

Contribute to the delivery of a comprehensive Housing Services in accordance with the Council's policies and procedures.

Deliver the housing service in accordance with the Housing Strategy.

Work on own initiative under the general direction of the Housing Services Team Leader.

1. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- 1.1 Provide an Income management service for all tenants of the Council's general needs and Independent Living properties.
- 1.2 Provide advice, assistance and information to tenants and the general public by way of office interviews, home visits, telephone calls, written correspondence and e-mail, efficiently and courteously with particular emphasis on customer care.

- 1.3 Liaise with the Senior Housing Officer, Housing Services Team Leader, and other Officers of Rugby Borough Council, to ensure appropriate guidance and information is provided in the delivery of housing services and to identify and resolve any complaints or problems.
- 1.5 Support new tenants to develop a culture of rent first, making rent payments a priority and work with all tenants to help reduce rent arrears through early intervention, effective communication and organising affordable payment plans and assisting with income maximisation.
- 1.6 Work with internal departments and external organisations to ensure where possible tenancies are sustained through a multi-agency approach and individual support packages.
- 1.7 Advise tenants on appropriate payment methods such as standing orders, direct debits, online payments, etc. In particular encourage the take up of Direct Debit Mandates.
- 1.8 Complete income and expenditure exercises with customers to ensure they are in receipt of all eligible benefits and are offered assistance around their budget. Where appropriate working with partner organisations to ensure the customer has access to specialist support.
- 1.10 Review Introductory tenancies around the rent account in conjunction with the area Housing Officer.
- 1.12 Investigate, report and act upon breaches of tenancy conditions in relation to rent arrears using all appropriate methods including Court action to remedy breaches.
- 1.13 Monitor rent accounts in accordance with Policies and procedures and take appropriate action to secure the debt owing and make specialist referrals as appropriate to sustain the tenancy, working in conjunction with partner agencies, Citizens Advice and charitable organisations.
- 1.14 Prepare rent arrears cases for final review with the senior Housing Officer and prepare cases for instructing legal action and work with the Senior Housing Officer to conclusion of any Court action.
- 1.15 Promote tenant participation wherever possible, establishing and maintaining productive links and promoting equal opportunities within the service.
- 1.17 As required, monitor site cleaning and cleaning staff ensuring that the cleaning service meets the Council's specifications and expectations especially health and safety requirements.
- 1.19 Subject to data protection procedures liaise with other agencies on issues of tenancy sustainment related to rent.

- 1.20 Organise case conferences and attendance of all relevant agencies in appropriate cases in an effort to achieve a positive outcome for tenants in sustaining their tenancy.
- 1.21 Ensure all work is recorded on the housing management systems and prepare cases notes and reports for the Housing Services Team Leader.
- 1.22 Ensure all monitoring records are accurately maintained.
- 1.23 Prepare reports on statistical data for monitoring the service and recommending where improvements can be made.

2. OTHER DUTIES AND RESPONSIBILITIES

- 2.2 Participate in working groups to contribute to the development of the team, the service and policies & procedures.
- 2.3 In conjunction with the Housing Services Team Leader & the Housing Services Team play an active part in ensuring tenants are kept well informed of housing management, and maintenance and development activities affecting them.
- 2.4 Provide, where necessary, statistical records and data in respect of the overall performance of the team to the Housing Services Team Leader & Manager
- 2.5 Attend at Court when necessary to give evidence on behalf of the Council but at all times ensuring your health and safety.
- 2.6 When required provide reports for children and adult social care proceedings.
- 2.7 Participate in the formation of a personal development plan and in the development and improvement of the service.
- 2.8 Carry out established procedures in connection with fire alarms/bomb alerts and emergencies. Effectively respond to incidents of fire alarms being activated in accordance with Council policy and procedure.
- 2.9 Maintain awareness of legislation, circulars and other information relevant to the service to ensure we are acting within legislation.
- 2.10 Ensure any accident to staff, tenants or visitors is reported in accordance with the Council's existing health and safety procedures.
- 2.11 Any other reasonable duties as requested by your manager, in line with your skills and knowledge.
- 2.12 Be aware of health and safety legislation and so far as is reasonably practical ensure compliance with the Health and Safety Act, the Council's Safety Policy and Departmental Safety Policy.

3. SUPERVISORY RESPONSIBILITIES

Day to day operational support for Tenancy Support Assistants.

4. FINANCIAL RESPONSIBILITIES

To raise requisition orders for purchasing from internal and external sources under agreed Council procedures.

To ensure that no expenditure is made without due authorisation.

5. RESPONSIBILITY FOR ASSETS AND DATA

All assets and data as required to perform the role

6. EXTENT OF PUBLIC CONTACT

Tenants, residents and their visitors. Residents and Tenants Groups. The Police and Social Services. Voluntary and statutory agencies. General Practitioners, Health Visitors, Mental Health Resource Centre, Occupational Therapists. Housing Associations, other local authorities, solicitors and other professional organisations. CAB, ASB4, and Mediation Services. Contractors. Other departments within the Council. Senior Officers within Housing and Environmental Services and other departments. Councillors and the M.P.

7. WORKING CONDITIONS AND ENVIRONMENT

Flexi working hours to be agreed with the Housing Services Team Leader or Housing Services Manager and subject to team constraints in providing office cover.

A mixture of site and office based working as appropriate.

A full current driving licence is essential for this post.

8. CORPORATE RESPONSIBILITIES

All staff have to act within the Council's rules and follow all reasonable management requirements. These are contained within: the Council's Standing Orders, Employment Policies, Constitution and Code of Conduct for Employees. Other documents may be introduced at times setting out rules of the Council. These will cover responsibilities and requirements for the following:

Financial Accounting
Equality and Diversity

Health and Safety
Risk Management
Anti- Fraud
Data Quality and Data Protection
Business Continuity
Major Emergency Plan
Procurement and Contract Management
Safeguarding of Children and Vulnerable Adults

Copies of the relevant rules and policy are available on the staff intranet or from your manager

In addition, all employees are expected to behave in line with our Values and Behaviours and challenge other employees whose behaviour is against our values.

9. KNOWLEDGE, SKILLS, EXPERIENCE AND QUALIFICATIONS

Refer to Person Specification attached.

Signed as agreed:

Postholder

Date

PERSON SPECIFICATION



Post: Income Officer

For effective performance of the duties of the post the postholder will be able to demonstrate that they have the skills and/or knowledge detailed in 'Essential Criteria'.

| Criteria | Essential/ Desirable | Method of Assessment |
|--|-------------------------|-------------------------|
| Able to maintain confidentiality and compliance to Human Rights and Data Protection legislation. | E | A,I |
| Ability to effectively communicate with residents, staff and other organisations, both verbally and in writing. | E | A,I |
| Able to work independently and as part of a team, prioritising own workload and meeting deadlines. | E | A,I |
| Be able to carry out day-to-day administrative tasks. | E | A,I |
| Must be able to deal with pressurised situations in a controlled and effective manner. | E | A,I |
| Must be able to make concise written reports in a timely and accurate manner. | E | A,I |
| Demonstrate tact and sensitivity. | E | I |
| Follow laid down policies and procedures. | E | A,I,R |
| Deliver services in a manner consistent with the purpose, aims and values of Rugby Borough Council. | E | I |
| Able to carry out income expenditure exercise and give budgetary support . | E | I |
| Ability to work on own initiative and investigate issues and develop recommendations for action. | E | A,I,R |
| Have an understanding of the current housing issues and the local and national political and social framework within which local authority housing services operate. | E | A,I |
| Previous experience dealing with the public both face to face and by telephone with a varying customer base. | E | A,I,R |
| Demonstrate flexibility, fairness, and equality in the delivery of the service. | E | A,I,R |
| Working in a team and understanding the needs of teamwork. | E | A,I,R |
| A commitment to equality of opportunity in employment and service delivery. | E | A,I |
| Consider and respond positively to the views | E | A,I |

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| of others. | | |
| Confident with financial issues. | E | A,I |
| Ability to produce payment plans and accurately monitor rent accounts. | E | A,I |
| A minimum of 2 years relevant experience in a customer focused environment. | E | A,I,R |
| Full current driving licence | E | A,D |
| Knowledge of Health and Safety policies and legislation. | D | A,I |
| An understanding of the welfare benefit system. | E | A,I |
| Adapt to change. | D | A,I |
| Strong PC skills and awareness of how IT can be used to improve efficiency and quality. | D | A,I |
| Working towards full membership of the Chartered Institute of Housing or equivalent qualification. | E | A,I,D |

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| Application | A |
| Interview | I |
| Test (written, presentation, practical – eg word processing) | T |
| References | R |
| Documentary – eg certificates | D |