



Job Description and Person Specification

Job Title:	Housing Officer (Income Team)	
Post Number	P2426	JE Ref:
Grade:	Grade 6	
Other Payments:	Essential Car User	
Job Family	Housing Management	
Directorate:	Community and Place Delivery	
Progression:	Progression through the grade is dependent on performance against delivery targets, value and behaviours	
Hours per week:	37 hours	
Accountable to:	Housing Income Team Leader	
Date created/ reviewed:	April 2023/April 2026	

JOB DESCRIPTION FOR HOUSING OFFICER (INCOME TEAM)

Job Purpose

To provide an effective customer focused service to collect rent and service charge and recover arrears from current Secure, Introductory and Flexible tenancies using a variety of creative methods to support and engage tenants.

To support the day-to-day delivery of excellent customer service functions within income services by engaging with customers in the local community and encouraging resident engagement.

Accountabilities

1. Supporting customers in ensuring they have all benefits in place including universal credit housing costs, housing benefits, council tax reduction and enabling access to other funds to maximise income. This could include making referrals or signposting to other organisations, and making safeguarding referrals.
2. Ensuring that all accounts are effectively managed by contacting customers by letter, phone and carrying out frequent home visit and ensuring that complex cases are resolved and supported.

3.	Develop, build and maintain relationships with key stakeholders, customers, staff and external agencies including tenancy and lettings teams.
4.	Collaborating with other teams and external organisations to provide comprehensive support to residents.
5.	Undertake the preparation and service of legal notices and representing the Council at court and attending evictions. Including making applications on Possession Claims Online and putting together court bundles as well as presenting cases in front of a judge.
6.	To seek methods of promoting and developing resident involvement and participation and to initiate resident involvement, participation and consultation. Participating in estate walkabouts, estate surveys, and ensuring compliance with The Social Housing Regulation Act 2023.
7.	To ensure correspondence, written and IT records are maintained and updated efficiently and in accordance with target timescales. To include the MRI Orchard Rents System regarding any relevant transactions and recording of all transactions with tenants (e.g. telephone calls, office interviews).
8.	Reporting all repairs, especially those where health and safety are involved which are noticed while carrying out visits. This includes repairs within the property and any communal areas.
9.	Conducting sign up appointments with new tenants, and new tenant visits where required in order to ensure the tenant is aware of their rights and responsibilities and to promote a positive relationship between tenant and landlord.
10.	To work in close collaboration with the neighbourhood patch officer and others within tenancy service and the housing department as required to ensure adequate service provision is maintained and we fulfil the requirements of the Social Housing Regulation Act 2023

1. Initiative and Independence

Able to manage conflicting demands and deadlines, plan workload dynamically in response to pressures on the service with flexibility to re-prioritise if emergencies arise.
 Ability to take ownership of issues arising in the course of office or sign-up duty.
 Ability to work within departmental policies and procedures and use a degree of discretion in decision making to address a range of problems.
 Ability to apply appropriate procedures for a solution and make suggestions for amendments to procedures as identified.
 The post holder will need to show empathy, use persuasion, negotiation and tact in a wide range of circumstances.

2. Mental Demands (meet deadlines, conflicting priorities, interruptions)

To work towards achieving team and individual targets and deliverables in line with service needs and contribute to ongoing service improvement.
 Able to plan own workload to ensure that the needs of both tenants and stakeholders are managed effectively thereby ensuring that both internal and statutory timescales are met.

Post holder will be required to deal sensitively and appropriately with tenants who become upset or angry about decisions affecting their tenancy, or who are unreasonably persistent or vexatious.

Ability to write reports and other documents e.g. for Court or Housing Review Panels and to strict deadlines.

Attention to detail and to work through interruptions from colleagues and service users throughout the day, this includes face to face and telephone interruptions.

Ability to communicate often complex information in a straightforward and easily understandable manner to people may be experiencing challenging life events or other vulnerabilities.

To ensure that procedures related to void management are conducted within target timescales..

To action all arrears recommendations on a weekly basis and evidence this as required.

3. Physical Demands (duration and frequency of physical pressures)

Ability to undertake site visits to council tenant properties around the district on a daily basis some of which may be difficult to access.

Able to work from the office as required. A minimum of 2 full days per week.

4. Emotional Demands (Dealing with emotional situations)

Representing the Council in Court Possession cases and evictions.

Dealing with distressed clients who are involved in relationship breakdowns or upsetting family circumstances, e.g. bereavement or domestic violence.

Dealing with tenants who have mental health issues or drug/alcohol dependency.

Dealing with tenants who may be suffering from terminal illness or physical disability.

Attending case conferences where issues such as domestic violence and child abuse are discussed.

Dealing with verbally abusive tenants and threats or actions of physical violence.

5. Environmental Demands (exposure to unpleasant or hazardous situations)

Visiting properties which are in a filthy condition.

Attending properties where drug paraphernalia including needles may be present.

Visiting tenants who are potentially violent or aggressive or who are heavy smokers.

Working Conditions

Basic Disclosure Check

Hybrid working, a minimum of two days per week in the office, or more as required.
The job holder will be required to visit tenants at their home and will be required to participate in resident engagement events in the community.
Some evening working may be required.

Other Employment Requirements

This job will be suitable for hybrid working.

The job holder would be required to attend evening meetings resident consultation initiatives as and when required

The job holder will be expected to be available for evening and weekend working – up to 24 evenings per year and 4 weekends per year.

Full clean driving licence and use of a car insured for business purposes

To participate in the office duty and sign-up rota up to 4 times weekly.

To be available to assist with departmental responsibilities in accordance with the Corporate Emergency Planning and 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
Values and Behaviours				
	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
Qualifications				
Q1	Educated to degree level or with 3 years equivalent experience at relevant level in Social Housing or Housing Services.	X		A, D
Q2	GCSE grades A-C in Maths and English	X		A, D
Q3	BTEC or equivalent in Housing Studies or similar		X	A, D

Knowledge				
K1	Excellent knowledge of housing law, landlord and tenant law and legal procedures relating to tenancy management, income management and debt recovery.	X		A, I
K2	A commitment to and an understanding of the concept of Equal Opportunities Policies.	X		A, I
K3	Knowledge of the range of options available in developing tenant involvement and participation and the role of the Social Housing Regulator in its support, monitoring and promotion	X		A, I
K4	Knowledge of the landlord's duties to tenants and the wider community.	X		A, I
K5	Working knowledge of IT systems including MSOffice in particular Word, Excel and Outlook	X		A, T, I
K6	Knowledge of environmental protection legislation including Health and Safety regulations and Fire regulations		X	A, I
K7	Knowledge of Court, Rent Recovery and arrears process and procedures		X	A, I
Experience				
E1	Significant experience working in social housing service provision in a position which requires assessment of information and justifiable actions based on that information (3 years minimum if not a graduate).	X		A, I
E2	High quality communication skills (both verbal and written), together with excellent interpersonal skills to influence and negotiate at all levels for example with tenants and partner agencies.	X		A, I
E3	Demonstrable experience and commitment to tenant involvement and consultation	X		A, I
E4	Demonstrable knowledge of dealing with a wide range of issues covering Estate Management including nuisance problems, neighbour disputes and anti-social behaviour		X	A, I
E5	Demonstrable experience of working within policies and procedures and providing input into policy development and improvements.	X		A, I

E6	Experience of undertaking successful consultation exercises with Housing customers		X	A, I
E7	Previous experience of advising and negotiating with tenants and leaseholders to ensure they meet their legal obligations in respect of adhering to the terms of their tenancy, paying rent etc.		X	A, I
E8	Demonstrate experience of working on complex Housing tenant cases		X	A, I
E9	Previous experience of rent collection and recovery of arrears to meet pre-scheduled deadlines e.g. Court dates, Housing Review Panels	X		A, I
E10	Previous experience of managing focus groups and contributing suggestions to improve the service.		X	A, I
E11	Experience of analysing customer feedback data in order to identify trends, service issues and formatting information to support effective decision making.		X	A,I
E12	Previous experience of representing the Council in Court, presenting cases and cross examination		X	A, I

For further information on the scope of accountabilities when working at this level please see the generic job description/person specification [here](#)