

Job Description

Post title	Income Officer	Post ref	AHT2040
Department	Housing Management		
Grade	E		

Overall job purpose

The post holder will support the co-ordination and delivery of income collection and recovery services, including estate-based activity.

The post holder will be responsible for the collection of debt within a specific area, in line with the Council's recovery process, other policies and procedures, ensuring that tenants are aware of their responsibilities to pay their rent regularly, working supportively and pro-actively with the aim of sustaining tenancies.

Reporting relationships

Reports to:	Team Leader (Income Recovery)
Responsible for:	Not applicable

Key tasks and responsibilities – post specific

1. Undertake all aspects of income recovery, court case work and debt recovery case work, including eviction where alternative solutions cannot be found, in accordance with current procedures. This includes recommending cases for Court Action and preparation of legal paperwork for the service of notices, possession proceedings and evictions.
2. Monitor rent accounts and address/progress all cases of debt in accordance with the Council's policies, procedures and principles, providing a fair and equitable service that protects the Council's income.
3. To provide advice and assistance to all tenants who have rent arrears by visiting them on a regular basis and maximising personal contact. This will involve undertaking income and expenditure risk assessments and negotiating repayment agreement with tenants.
4. To ensure that the Income Service complies with relevant legislation, good practice and regulatory requirements.
5. Contribute to individual and team performance targets, to ensure the delivery of excellent housing services, which deliver value for money.
6. To keep up to date on welfare benefit entitlements, particularly housing related benefits and changes due to Welfare Reform.
7. Provide appropriate advice and support on all aspects of payments, including advice for Housing Benefit/Universal Credit.
8. Provide tenants with basic money advice and where more comprehensive advice/support is required, refer to the Section's Money Advice Team.
9. Identify and provide support to vulnerable tenants, liaising with and making appropriate referrals internally to the Tenancy Sustainment Team and externally to assist tenants to sustain a tenancy.

10. To keep full and detailed records of all actions taken and all contact with tenants. To write non-standard letters, briefing notes and reports and produce performance information as and when required.
11. Undertake reception duties, dealing with telephone and personal enquiries. Provide housing advice, deal with all aspects of office administration to ensure an effective delivery of the housing service
12. Take card payments by telephone and during home visits and set up direct debit arrangements/payments.
13. To arrange for the production and distribution of rent statements to tenants and advise tenants on these accordingly.
14. To contribute to the development of and delivery of an excellent income recovery service by keeping up-to-date with best practice on arrears prevention, putting forward ideas and suggestions for service improvements.
15. To present cases at Court for possession proceedings, appeal hearings and act as a witness for the Council.
16. To liaise with and maintain effective working relationships with other internal departments, external agencies and other service providers and to represent the Council at any meetings.
17. Attend Tenant and Residents Meetings and other external/internal meetings as required.
18. To work in partnership with the Tenancy and Estates Team, to ensure that any tenancy issues are dealt with, the best customer service is provided to tenants and that enforcement action is co-ordinated.

Key tasks and responsibilities – corporate

Operate according to the Council's corporate values, code of conduct and employee competencies.

Take responsibility for personal health and safety and have regard to other persons who may be affected by the performance of the duties of the post, in accordance with the provisions of Health & Safety legislation and relevant Council policies and procedures.

Exercise proper care in handling, operating or safeguarding any equipment, vehicle or appliance provided, used or issued for the performance of the duties of the post.

Have a commitment to and understanding of the Council's approach to equality and diversity.

Comply with all relevant Council policies and procedures including financial regulations, HR policies / procedures, Data Protection, Freedom of Information Act and ICT Codes of Practice.

Adhere to relevant working practices, methods and procedures and undertake relevant training and development as required and respond positively to new and alternative ways of working.

Carry out any other reasonable duties and responsibilities commensurate with the grade and level of responsibility of the post.

Engage with digital models of service delivery and support the implementation of digital working methods.

Employee signature

This job description represents a statement of the duties of the post but does not include all minor duties. It is inevitable that over time the nature of an individual post will change and existing duties may be lost and others gained without changing the general character of the duties or the level of responsibility. As a result the Council expects that this job description and person specification will be subject to revision.

Employee signature:

Date:

