

Person Specification

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.

Competencies

<i>Please refer to the employee competency framework for more information about behaviour descriptors for each competency</i>	Essential / Desirable	Assessment
Communication	E	Interview
Team working	E	Application form
Seeing the bigger picture	E	Interview
Making effective decisions	E	Interview
Delivering at pace	E	Application form

Skills	Essential / Desirable	Assessment
Excellent communication skills – verbal and written	E	Application form/ interview
Excellent interpersonal skills - face to face and telephone	E	Application form/ interview
Excellent IT skills – proficient in use of MS Word, Excel and databases	E	Application form
Ability to organise own workload and to work with minimal supervision	E	Application form

Numeracy	E	Application form
Problem solving skills	E	Application form/ interview

Knowledge	Essential / Desirable	Assessment
Sound knowledge of best practice in management of income recovery, debt counselling and debt collection	E	Application form/ interview
Current social housing issues and housing law in debt recovery	E	Application form/ interview
Court/legal framework in relation to possession proceedings	E	Application form
Welfare benefits, particularly housing related	E	Application form/ interview

Experience	Essential / Desirable	Assessment
Demonstrable experience of working in Income collection/Recovery	E	Application form
Dealing directly with the public and delivery of high-quality customer care	E	Application form
Dealing with and liaising with a range of voluntary, statutory and partner agencies	E	Application form
Presenting evidence at County Court	D	Application form

Qualifications	Essential / Desirable	Evidence
3 G.C.S.E.'s Grade A-C to demonstrate literacy & numeracy skills, or, through previous employment experience, able to demonstrate good literacy and numeracy skills	E	Application form

Additional information / other requirements of the post
1. The working week will be 37 hours and will be worked between 8.00am and 6.00pm, Monday to Friday in accordance with the department and rota/cover requirements.

2. The employee will be required to work outside of normal working hours/attend evening meetings as part of their role, for which an appropriate payment or time off in lieu will be granted.
3. The post holder is eligible for essential car user allowance, subject to meeting the requirements in the Car Allowance Policy.
4. The post involves driving and so the post holder will be required to undertake relevant DVLA checks.
5. The role will involve some lone working.

Equality Act 2010

The ways in which a disabled person meets the criteria for a post must be assessed as they would be after any reasonable adjustments required had been made.

If appropriate, disabled candidates should indicate on the application form if they have needs which should be considered at the shortlisting stage.

Date produced / last amended

October 2025