Mansfield District Council

Job Description

Post title	Housing Income Officer	**Grade**	4
Department	Communities	**Post ref**	TBC

Overall job purpose
To manage income from the social housing stock across a specific geographic area to ensure arrears are managed effectively and any appropriate action instigated

Reporting relationships	
Reports to:	Housing Income Team Leader
Responsible for:	N/A

Key tasks and responsibilities – post specific
To proactively oversee tenant rent accounts to ensure that tenants routinely pay the appropriate charges, including repayment plans, and instigate early intervention where payments are missed and provide support where necessary.
To instigate early interventions for missed payments to minimise income lost to the Council, in conjunction with the Housing Management and Housing Needs Teams.
To identify additional tenancy support requirements and to advise on and arrange such support once assessed.
To instigate enforcement action as appropriate, including serving notices seeking possession and injunctions, for non-payment of rent, then attend and give evidence in court as required.
To update annually and implement appropriate service charges for relevant accommodation.
To encourage tenant participation in service provision and engage with local community groups, including meetings outside office hours as required
To work in partnership with internal departments and external agencies to help develop and sustain a multi-agency approach to service provision.
To provide effective service delivery, ensuring best practice and a consistent approach to all service users.
To deal with complaints from the public on any housing income related issues in accordance with the Council's official complaints procedure.
Any other duties which may reasonably be required in accordance with the duties and responsibilities indicated and which are appropriate to the post covered by this Job Description.

Key tasks and responsibilities – corporate
Operate according to the Council's corporate values and codes of behaviour.
Ensure that at all times all Health & Safety legislative requirements are met; that the Council's Health & Safety Policy, its arrangements and procedures are implemented. This includes, where

applicable, taking responsibility for personal health and safety and having regard to other persons affected by the performance of the duties of the post; ensuring that risk management objectives are delivered and other risk management activities are effectively implemented and monitored.
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 and promote and deliver fair, sensitive and quality services.
Comply with all relevant Council policies and procedures including code of conduct, financial regulations, HR policies / procedures, Data Protection, Freedom of Information Act and ICT Codes of Practice.
Adhere to relevant working practices, methods and procedures including undertaking 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.
Manage and / or use resources in ways that ensure value for money and support the commercialism agenda.
Demonstrate a commitment to the delivery of excellent service for all customers and service users.

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 many 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:**	