Job Description

Job title	Income Management Assistant
Reports to	Tenancy Management Officer
Direct reports	None
Grade	Grade 5
Salary range	£29,542 to £32,046 per annum

Job purpose

Administer the process of rent collection, and to work with the Tenancy Management Officer on rent arrears recovery, former and current, in line with the Council's Policies and Procedures ensuring all enforcement is proportionate, reasonable, accurate and timely.

To take customer payments, set up and amend direct debits, agree repayment plans where customers are in rent arrears and apply system updates to customer accounts where there have been tenancy or payment method changes.

To provide support to the Tenancy Management Officer for rent arrears across a geographical patch and provide cover for other patches as needed.

Duties and responsibilities

1. To respond swiftly to enquiries, requests or problems raised by customers, face to face, by email, letter or telephone.

2. To offer personalised solutions for customers and tenants.

3. To ensure our Housing Management systems are kept up to date. This includes recording all of our contact, inbound and outbound.

4. To continuously aim to provide the best customer service.

5. To ensure customer accounts are managed and progress through the enforcement process, all pre-court protocols are adhered to as required up to and including Notice and Court Warning, (excluding applications to and attendance at Court and evictions.)

6. Set up direct debits, amend where required and take all forms of accepted payments from customers. Send rent account statements upon customer request.

7. Set up payment agreements with customers who are in rent arrears and make contact to discuss further payments where agreements have failed.

8. Verify Universal Credit claims, applying for Alternative Payment Agreements and Third Party Payment where the necessary criteria is met.

9. To provide advice to all customers in respect of the housing service and ensure all queries are dealt with politely and efficiently.

10. Issuing arrears letters for former tenancies, completing debt write off paperwork ready for approval and keeping records of repayment plans for former tenants.

11. Keeping system-based accounts up to date, amending tenancies where there has been a change of circumstance, recording all contact and ensuring the information is an accurate reflection of the tenancy and any action being taken against it.

12. To work on own initiative in the absence of Tenancy Management Officers or Tenancy and Income Manager.

13. To keep up to date with all relevant legislation, practices and policies relevant to the role.

14. Develop and maintain positive working relationships with other departments of the council, external agencies and organisations to ensure partnership working in service delivery.

15. Maintain a good understanding of the Council's policies and procedures for safeguarding children, vulnerable adults and people affected by domestic violence, and alert Children's Services and/or Adult Social Care if they suspect that a child or vulnerable adult might be being abused, neglected or harmed.

16. Perform any other duties (appropriate to the grading of the post) that are required by the Housing Departmental Managers in order to ensure the delivery of a high quality, responsive and caring Tenancy Management Service.

Working conditions

The role will involve some working outside, visiting tenants in their homes.

Physical requirements

N/A

Corporate Duties and Responsibilities

To familiarise yourself with the principles of, and key Council documents and policies

relating to:

- Health and Safety at Work.
- Equality and Diversity.
- Data Protection (Employees must at all times abide by the principles of the UK GDPR, Data Protection Act and Council policy and guidance)
- Customer Service.
- Community Safety (Section 17 of the Crime and Disorder Act requires the Authority and individual employees to consider how community safety can be improved when the functions of the Authority are exercised).
- Safeguarding Vulnerable Adults
- Child Protection Policy.
- Risk Management.

This job description sets out a summary of the key features of the role. It is not intended to be exhaustive and will be subject to review (on an annual basis).

Any other duties commensurate with the grade as determined by management.

Any job description provided to you by the Council will not form part of your contract of employment.

Approved by:	Deborah Whallett
Date approved:	February 2022
Reviewed:	October 2026

PERSON SPECIFICATION

Post Title: Income Management Assistant	**Section:** Housing
Directorate: Resources	

Essential Requirements	**Desirable Requirements**

Knowledge	**AM**		**AM**
Proven working knowledge in order to: • Advise customers on Housing issues • Input information accurately to database and Housing Management system. • Maintain accurate computer and paper records	a, i & c	• Demonstrable knowledge of a computerised rent system or equivalent. • Demonstrable awareness of money advice and/or welfare benefits. • Demonstrable knowledge of	a & i

Knowledge	AM		AM
• Produce written correspondence to tenants and other partner agencies. • Knowledge of Housing Legislation • Knowledge of data protection issues Demonstrable knowledge of customer care and dealing with members of the public.		rent recovery and enforcement. • Knowledge of a computerised Housing system or similar.	
Skills			
• Computer literacy, i.e. use of Microsoft Office products • Telephone skills • Dealing effectively with customers both face to face and by telephone • Good verbal and written communication skills in order to deal with colleagues, Elected Members, members of the public, clients and professional bodies displaying tact and discretion at all times	a & i		
Qualifications			
• GCSE Grade C or above in English Language and Mathematics unless candidate is suitably qualified in a similar role	a, i & c	• Housing qualification or equivalent	a, i & c
Experience			
• Proven practical experience of working with the public. • Experience of dealing with difficult people and handling conflict.	a & i	• Proven practical experience of working for a local authority or housing organisation. • Proven practical experience of accounting in order to carry out daily duties. • Proven practical experience of working in an office environment and in tenants homes • Proven practical experience of working in partnership with other organisations • Proven practical experience of being a lone worker • Proven practical experience of enforcement action.	a & i

Knowledge	AM		AM
		• Ability to use camera's, PDA's and other technology to record daily events • Experience of dealing with people in a wide range of situations, some of which may be challenging	
Other Requirements:			
• Flexible approach to working hours • The ability to demonstrate strong customer focus and a commitment to service improvements • The ability to work within a team environment using own initiative and displaying a responsible and flexible attitude • The ability to be diplomatic, resilient and enthusiastic working to targets and strict deadlines • The ability to work to set procedures. • Current full driving license/own transport in order to undertake visits at other authority locations and clients homes. Alternative arrangements may be agreed with applicants with a disability	a & i	• Proven practical experience of interviewing customers and persuading them to take a course of action. • Proven practical experience of dealing with people who are emotional, upset or angry. • Proven practical experience of dealing with confidential information.	a & i

Key to Assessment Methods (AM); (a) application form, (i) interview, (p) presentation, certificate check (c) (o) others

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. In accordance with the Equality Act, candidates will be asked if they have any specific requirements relating to the selections process.

Schedule 9 Part 1.1(1) of the Equality Act also permits targeted recruitment on grounds of Genuine Occupational Requirement.

Approved by:	D. Whallett
Date approved:	2022
Reviewed:	October 2026