Mansfield District Council

# *Job Description*

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| **Post title** | Housing Income Assistant | **Grade** | 2 |
| **Department** | Communities | **Post ref** | |

| **Overall job purpose** |
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| To undertake administrative tasks in relation to the collection of rent and other tenancy charges and the processing of applications made in connection with the sale of council properties through the Right to Buy Process. |

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

| **Key tasks and responsibilities – post specific** |
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| To undertake the administration of the sale of council housing through the Right to Buy process. |
| Deal with tenancy charge and payment enquiries from the public through a wide range of channels, including the reception desk |
| Liaise with colleagues from the Housing Needs to implement early intervention measures to reduce the risk of tenancy failure |
| Deal with enquiries in a professional manner, dealing with rents, service charges and arrears of both current and former tenants, including the processing of direct debit and standing order requests |
| Monitor and report on arrangements in place for tenants to repay arrears |
| Ensure all contacts with customers are fully recorded on the fully integrated QL housing system (or other designated computerised system) |
| Administer the former tenant arrears process including preparation of write off reports and, liaison with external debt recovery agents |
| Post cash to tenants' rent accounts, clear the suspense account, process refunds of overpayments and correspond with various agencies regarding rent payment references |
| Undertake tenancy and rent account checks for other sections and agencies |
| Undertake year end procedures for rent accounts and produce ad-hoc statistics as required |
| Maintain and update appropriate records and produce information as required |
| To assist with administration duties within the Housing Management Team as and when the need arises. |

| **Key tasks and responsibilities – corporate** |
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| 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 |

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| 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** | | | |
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| *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:** | |