Job Description

Division/Department	Housing and Planning/Tenant & Leaseholder Services		
Location	Cecil Street		
Job title	Rent Officer		
Reports to (job title)	Income Manager		
Grade	TG-H	**Politically Restricted Post**	YES / NO
DBS Requirement	Standard YES / NO	Enhanced YES / NO	

JOB PURPOSE - *Explain in one or two sentences the principal reason why the job exists*

To ensure income is maximised through the effective collection of rent, service charges and other income owed by tenants and leaseholders, working supportively and proactively with the aim of sustaining tenancies.

PRINCIPAL ACCOUNTABILITIES - *Include the most significant responsibilities of the job which have a clear end result. Normally there will be between six and ten accountabilities. See guidance notes for assistance with writing accountability statements.*

- Deliver the income management service in accordance with relevant policy, procedures and statutory requirements, ensuring prompt and appropriate action is taken to recover debts.
- To be responsible for the collection of rental and service charge income and other housing related debts.
- To provide an excellent customer focussed service for tenants and leaseholders, ensuring they are aware of their responsibility to pay rent on time and regularly.
- To keep up to date on welfare benefits entitlements, giving basic debt and welfare benefit advice to enable receipt of full benefit entitlement, making referrals to the Benefits Advisors and other agencies when appropriate.
- Keep up to date with best practice on arrears prevention, putting forward ideas and suggestions for service improvements. Legal practices.
- To liaise with external agencies, attending meetings as required
- To arrange for the production and distribution of rent statements to tenants and advise tenants on these accordingly.

- To liaise with the relevant Benefits department regarding the processing and progress of individual housing benefit claims. Chasing the progress of benefit applications and overpayment where appropriate Benefit Calculations.
- Actively chase former tenant arrears, including taking action in small claims court or using trace and debt collection agencies as necessary
- Identify improvements to the services we provide to customers or the way the team works and make suggestions to improve efficiency.
- To ensure the database is updated with details of individual rent arrears actions, keep full and detailed records of all actions taken and all contact with customers.
- To provide a weekly report on rent arrears to the Income Manager.
- To work in partnership with relevant teams and ensure that housing officers are adequately equipped to assist in rent collection and arrears recovery.

- Joint working on decisions to extend or end Introductory Tenancies
- Embrace a culture of customer satisfaction, continuous improvement and value for money, adopting high standards of conduct and communication.
- To investigate and respond to complaints and comments about service delivery
- Comply with all Health and Safety requirements and standards.
- Participate in the Council's major emergency arrangements, fulfilling key roles within the Major Emergency Plan as required.
- Undertake other duties commensurate with the grade of the post as required.

REQUIRED ATTRIBUTES - *Include the essential attributes that the job-holder must have in order to perform the role competently and successfully*	
Knowledge	• Good understanding of housing, debt and tenancy law • Good understanding of social housing issues • Sound knowledge of best practice in management of income recovery, debt counselling & debt collection • Knowledge of welfare rights & benefits
Skills	• Excellent interpersonal skills including verbal communication • Excellent written communication skills & ability to write accurate & clear correspondence & reports • Excellent numeracy skills • Good time management skills, ability to prioritise, work to deadlines & meet targets

	• Able to form and maintain good working relationships at all levels internally & externally • Ability to resolve, anticipate & prevent problems • Able to take responsibility & work independently & flexibly • Effective negotiating skills • Ability to deal with tenants sensitively & with care • Excellent IT skills
Experience	• Experience in working with customers to achieve positive service outcomes • Relevant experience of housing, debt and tenancy law • Experience of delivering effective & collaborative working relationships with customer and partner groups • Experienced in the use of databases, spreadsheets and word processing
Qualifications	• GCSE and relevant experience in housing, debt and tenancy law
JOB DIMENSIONS - *Include key statistics relating to the job*	
Annual budgetary amounts - *State if impact is direct or indirect*	none
Number of staff reporting to the job holder - *Specify direct and indirect reports*	none
Any other relevant statistics	

NATURE OF CONTACTS - *Include key contacts and the nature of the communications*	
Internal	Colleagues and other managers across the Council
External	Key statutory and voluntary partners DWP Tenants and leaseholders Tenants families/ friends

WORKING ENVIRONMENT CONTEXT - *Complete this section if the job involves physical effort and/or strain or if the job-holder is required to work in unfavourable environmental conditions. This section does not apply to most roles in a normal day-to-day office environment.*

ORGANISATION CHART - *Include an organisation chart which shows the immediate superior, peers and jobs reporting to this position. The organisation chart can be inserted below or provided as an attachment.*
See attached

JOB DESCRIPTION SIGN-OFF		
Completed by		
Reviewed/Agreed by		
Dimensions Reviewed/Agreed by		
Job Holder Reviewed/Agreed by		