

East Devon District Council

WE'RE HIRING:

Rental Assistant

Salary: £30,515 - £33,119pa

Type: Permanent, full time

Apply by: 10/01/2027

Job Ref: ED006017T

Apply now: **jobs.eastdevon.gov.uk**

1 TEAM EAST DEVON | WE CONNECT GROW THRIVE

Rental Assistant

£30,515.00 - £33,119.00 per annum

Honiton

Full time 37 hrs per week

Based in Honiton

Team East Devon – more than just a job

At East Devon, we're proud to do things differently. Our Housing Service is made up of skilled professionals from diverse backgrounds who bring energy and expertise to their roles every day. We're united by one goal: delivering for our residents.

About this role

Rental is a busy team answering and responding promptly and efficiently to incoming phone calls, emails and other correspondence for all council house tenants in the East Devon area.

In the role of Rental Assistant, you will assist with the provision of an efficient and effective rent collection service, optimising rental and other income. You will ensure that tenants manage their rent accounts as per the rent management policy and where this is not happening, provide assistance to help them achieve this and provide administrative support to the rental team.

This is a full time position and due to operational requirements, we will require the successful candidate to work 5 days per week, Monday to Friday, between 8:30am and 5:00 pm.

About you

You will have good standard of education and IT skills and excellent communication skills. Maths GCSE to Grade C (or equivalent) is essential. You will have a caring attitude and a genuine desire to help people whilst being able to remain calm under pressure and demonstrate resilience. You must have the ability to work on your own initiative with accuracy and to tight deadlines.

Previous experience in a similar role would be an advantage, although training and support will be given. If you have some experience of working as an administrative assistant, this could be a good opportunity to transfer those skills and continue to help others.

Being able to work from the Honiton office each day is essential (reasonable adjustments may be possible according to the Equality Act), as is the need to apply for a basic DBS check.

About us

"Our recent Local Government Association Peer Challenge highlighted that "EDDC is a great place to work, with engaged staff and members" — and we couldn't agree more. You'll be joining an organisation that puts people at the heart of everything we do, working collaboratively with our communities to deliver high-quality services and create an outstanding place to live, work, visit and enjoy. With a strong focus on wellbeing, a highly flexible and supportive hybrid Worksmart approach, and a commitment to continuous learning and development, you can be confident of joining a workforce culture where colleagues are empowered to be Happy, Healthy and Here. "Our last Local Government Association Peer

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Apply

To apply online, please visit www.eastdevon.gov.uk/jobs. For an informal discussion, please contact, Mrs Jayne Stone by email jayne.stone@eastdevon.gov.uk

Closing date: Midnight on 10th January 2027 with interviews planned for week commencing 1st February 2027.

JOB DESCRIPTION and PERSON SPECIFICATION

This document is intended to cover the range of principal duties and areas of work relating to the post. It is the intention to ensure that you are aware of the actual and the potential range, level of duties, responsibilities and areas of operation which may be required. In addition, you may be required to perform other relevant activities corresponding with the grading of this post.

Post title and number:	Rental Assistant
Service:	Housing Tenancy Services
Team:	Rental
Grade:	Grade 2
Responsible to:	Senior Rental Officer
Responsible for:	None

Service purpose:

To provide and manage affordable housing

Job purpose:

To assist the Rental Officers in ensuring that tenants manage their rent accounts as per the rent management policy and where this is not happening, to provide assistance to help them achieve this, but where this is not achieved, to take the appropriate recovery action.
To assist with providing an efficient and effective rent collection service, enhancing rental and other income.
To provide administrative support to the Rental team.

Core accountabilities:

1. To deal with tenants enquiries as they arise, ensuring the accuracy of their rent records. Assist with the recovery of rent arrears, by responding to phone calls, letters, emails and attending office interviews as required.

2. To assist the Rental Officers in all aspects of their work.

3. To ensure that tenants experiencing financial difficulties are given the appropriate free and independent advice and support offered by floating support and debt advice agencies.

4. To liaise closely with the Housing Benefit team in respect of managing the weekly benefit changes on rent accounts.

5. Amending schedules and maintain control of standing order, direct debit and other electronic rent payments.

6. To help the rent officers manage all rent accounts and take appropriate action for debt recovery.

7. To help the rent officers manage all garage rent accounts and take appropriate action for debt recovery.

8. Provision of tenant references and assist with processing refunds.

9. To produce rent payment cards at tenancy sign-up and as required.

10. To help prepare legal notices for service and collect required evidence for Rental Officers to attend Court.

11. To manage the recovery of former tenancy debts, from sending letters to applying for Money Judgement Orders from the court and involvement from debt collection agencies

12. Pay all invoices and control the ordering and issue of stationery.

13. Taking meeting minutes for team meeting, manager meetings when required and multi-agency meetings.

14. Ensuring court order balance spreadsheets are regularly updated and any satisfied orders are reported to the court

15. To assist in advancing tenant participation and involvement to ensure that tenants influence the management and maintenance of their homes.

16. Support the Council's approach to equalities and diversity ensuring that our services and policies identify, address and promote the needs of our diverse community. This includes the need for safety of children and other vulnerable people.

17. Take personal responsibility for the relevant aspects of the Council's Health and Safety Policy.

18. Ensure awareness and compliance with the Council's policies, Code of Conduct and Constitution.

19. Make sure that Rental Team offers a customer focused service using systems thinking principles.

20. Evaluate and assist in managing risk within the service.

PERSON SPECIFICATION – Rental Assistant

Category	Requirements	Essential/ Desirable (E/D)	Method of Assessment
Education/training	▪ GCSE grade A-C in English & Mathematics (or equivalent).	E	Application form/interview
	▪ Other GCSE's (or Equivalent)	D	Application form/interview
Knowledge	▪ Rent account management as per the 1985 & 1996 Housing Acts	D	Application form/interview
	▪ Knowledge of the Housing Benefits system	D	Application form/interview
Skills and Abilities	▪ Use of I.T. Housing system	D	Application form/interview
	▪ Accuracy and attention to detail, particularly when working to tight deadlines	E	Interview
	▪ Ability to work on own initiative as well as part of a team	E	Interview
	▪ To communicate clearly and honestly with internal & external customers, by phone, in writing, be email and in person.	E	Application form/interview
EDDC Competencies	▪ **Communication** - Communicates honestly, openly and clearly	E	Interview
	▪ **Personal effectiveness** – accepts responsibility for their own work activities, behaviour and personal development	E	Interview
	▪ **Customer focus** – ensures service delivery of 'what matters' to our customers	E	Interview
	▪ **Working with others** – builds relationships and works collaboratively with others to deliver effective services	E	Interview
	▪ **Makes it happen and measures results** – focuses on the system of work and pays attention to measures	E	Interview
	▪ **Organisational awareness and joined up thinking** – understands the vision and priorities of the	E	Interview

	Council and works in a corporate way to achieve these		
Successful experience in	▪ A Social Housing environment and financial tenancy management	D	Application from/interview
Special requirements	▪ Right to work in the UK	E	Identity Check
	▪ Check of qualifications essential to the Job	E	Original Certificates
	▪ References	E	Reference enquiries
	▪ Basic Disclosure Certificate	E	Criminal Record Check

East Devon District Council is committed to providing access, aids, adaptations and alternatives wherever possible and reasonable adjustments to enable disabled people to fulfill the criteria for, and undertake the duties of its jobs.

RISK ASSESSMENT PROFILE

JOB TITLE: Rental Assistant
SERVICE: Housing Landlord Services

This role has been assessed for risk and the following table highlights the demands of the role and the level of risk that may be prevalent in the job when carrying out normal day to day activities. The following key has been used to provide a guide.

Level 1	**Seldom or never**	**Level 4**	**Regular (2-3 times per week)**
Level 2	**Occasionally (once a month)**	**Level 5**	**Daily**
Level 3	**Fairly regularly (1 per week)**		

Potential Risks / Hazards / Exposures	Level of Frequency
Computer Use	**5**
Driving (Car)	**1**
Driving (HGV / LGV)	**1**
Driving Workplace Transport (FLT, Excavators, Dumpers, Loaders)	**1**
Prolonged sitting / standing	**5**
Exertion (other than lifting)	**1**
Lifting	**1**
Manual handling / repetitive movement (bending, twisting, reaching)	**1**
Customer contact / Working with the public	**5**
Face to face contact with abusive customers	**2**
Lone working	**1**
[1]Night working (3 hours or more between 11pm and 6am)	**1**
Shift working (rotational)	**1**
Use of chemical and/or skin irritants	**1**
[2]Head phone use / auditory performance / noise	**1**
[3]Hand arm and/or use of machinery vibration / noise	**1**
Outside working / inclement weather / sun	**1**
Working at height: ▪ short durations (step ladders / other access equipment) ▪ roofs / scaffolds / mobile elevating work platforms	**1**
Working in confined spaces	**1**
Bodily fluids	**2**
Infectious diseases	**1**
Asbestos	**1**
[4]Dust / fumes / vapours	**1**
Working with animals	**1**
Other – Specify	

The document was completed/reviewed by the Rental Manager – March 2026

[1] Any posts identified in levels 2-5 be eligible for a night worker health assessments (baseline and review)

[2] Any post identified in levels 2-5 will require a hearing test if decibel levels are above 80 (for further guidance check with the H&S Officer)

[3] Any post identified in levels 2-5 will require a hand arm vibration screening test

[4] Any post identified in levels 3-5 will require low key health surveillance (refer to COSHH Assessment and check with H&S Officer / Human Resources for further guidance from Occupational Health)