

Role Profile

Job title	Income Officer	Department	Income Team
Responsible to	Income Team Leader	Responsible for	N/A

Job purpose

- Maximize income and prevent arrears
- Ensure that rent and other charges owed to the Association are promptly and correctly collected
- Build and maintain effective relationships with all residents and partnership agencies
- Deliver an effective and appropriate service to all residents fairly and without discrimination
- Sustain tenancies

Responsibilities

- Proactively monitor and manage rent and service charge accounts for both current and former residents across all tenure types
- Take appropriate action inline with the Income Management Policy and Procedure
- Respond to all resident contact inline with our Customer Offer
- Take a proactive response to tackling arrears by notifying residents as soon as possible
- Offer appropriate advice and support including referrals to our Tenancy Sustainment Service
- Make affordable repayment agreements taking income and expenditure into account
- Take legal action against residents who will not pay, including representing the Association in court
- Liaise with benefit agencies to resolve problems with Housing Benefit and Universal Credit
- Submit former tenant debts for write-off where the debt is unrecoverable
- Establish effective working relationships with colleagues, partners and stakeholders to support the delivery of a holistic housing management service
- Participate in the development, implementation and successful delivery of income and financial inclusion projects and service improvements
- Support the Income Team Leader in the development, review, and delivery of the Income Management Policy and Procedure
- Work with all colleagues to improve cross-team working and identify opportunities for joint working that will deliver efficiency savings
- Provide accurate and timely statistical information and reports as required
- Act in accordance with regulation and best practice
- Have a flexible approach to working hours to attend meetings and carry out duties outside of normal office hours as required

Knowledge, skills and experience

Essential	<ul style="list-style-type: none">• Experience of debt recovery across all tenure types• Understanding of relevant housing law• Experience of attending court to present cases in relation to debt recovery• Knowledge of preparing court application using PCOL• Experience of providing a customer focused service• Experience of negotiating solutions to achieve the objectives of the customer and organisation• Experience of handling difficult customers and situations in a compassionate and sensitive manner• Good IT skills and knowledge of Microsoft Office Suite• Good written and verbal communication skills• Flexible and prepared to work outside normal office hours on occasion according to the needs of the service
Desirable	<ul style="list-style-type: none">• Knowledge of Capita Open Housing or other housing management systems• Good knowledge of the property and housing market• Knowledge of welfare benefits system.

Performance measures

Customer focus	<ul style="list-style-type: none">• To deliver high quality customer service provision• Meets or exceeds the standards of customer service in accordance with Our Customer Offer
Team player	<ul style="list-style-type: none">• To work with and be supportive of all colleagues.• To be an active and contributing member of the housing directorate and to participate in and understand the wider business
Income Management	<ul style="list-style-type: none">• Meets or exceeds income collection and arrears targets
Equality and diversity	<ul style="list-style-type: none">• Ensures all services are delivered in accordance with the Association's Equality Scheme
Performance Management	<ul style="list-style-type: none">• To achieve performance targets that reflect top quartile performance

Competencies *Please refer to the skills and competency framework for more detail*

		Level
Respect for all	Recognises and embraces diversity and values the contribution made by others.	3
Customer focus	Addresses the needs of internal and external customers with consistency and sensitivity.	3
Service delivery	Achieves goals and maintains and improves standards through an ability to think ahead, plan, prioritise and schedule activities and monitor and manage outcomes effectively.	3
Communication skills	Communicates clearly and effectively with others, taking into account the needs and expectations of others. Understands the impact of their own personal style and uses an appropriate style when dealing with others.	2
Digital skills	Harnesses digital technology to support the organisation, maximise its business opportunities and optimise its efficiency.	3
Handling information	Is able to store, retrieve, understand and deal with a range of information sources in the most appropriate way to the task and in compliance with policy.	2
Managing oneself	Takes responsibility for one's own performance and development, both personally and professionally and seeks help and guidance proactively.	2
Embracing change	Supports and initiates change as required. Continually strives to improve work processes in line with business needs.	3
Judgement, decision making and problem solving	Assesses the extent and scope of a given problem or issue and decides what action to take. Follows Rosebery policy.	3
Financial and numerical Awareness	Understands the financial implications of individual actions and day-to-day activities on the business. Demonstrates an understanding of the broader local and national business issues and is able to interpret the impact of economic conditions on services and the organisation's Business Plan	2
Managing projects and processes	Able to use structured planning techniques to achieve objectives, targets, activities and goals on time and within approved budgets.	2