

Designation:	Income Management Officer
Grade:	4
Hours:	37
Location:	Combination of office and remote working
Job Purpose:	To positively contribute to the Income Management team, responsible for the delivery of Income Management, maximising income by taking prompt and appropriate action looking at innovative ways of increasing collection to recover debts, whilst ensuring a fair and consistent approach to customer care.
Responsible to:	Senior Income Management Officer
Responsible for:	none

KEY DUTIES

- Monitoring and managing the administration of rent and other debtor accounts; including shared ownership, garages, sundry debt, and leaseholder service charges in order to prevent debt
- Communicating, engaging with, and supporting tenants regarding ongoing rent and debt recovery
- Direct management of all methods of payment, including Direct Debits, telephone payments, housing benefit and universal credit, as well as cash payments off site as appropriate (subject to risk assessment)
- Administration of Universal Credit Landlord portal
- Negotiating affordable, sustainable, repayment plans
- Sign-posting/direct referral of tenants to the appropriate support services to empower them to increase their income and/or manage debt
- Demonstrating a commitment to equality and diversity, ensuring the identification and support of vulnerable tenants
- Taking debt recovery action through the County Court, complying with Court procedures and presenting cases.
- Maintaining accurate account records and documentation for management and audit purposes
- Working in partnership with external/internal teams and agencies when required
- Working closely with the Neighbourhood Management team and other service providers on joint issues
- Undertaking any other duties commensurate with the position as designated by the line manager

Work subject to deadlines involving changing circumstances, problems or demand

SKILLS AND KNOWLEDGE

- Experience of debt and income recovery, including non-legal and legal remedies, in a local authority or housing association setting
- Demonstrate a can-do attitude with a passion for working as part of a team
- Knowledge and experience of housing law and current housing issues, Knowledge of benefit and welfare reform legislation
- Excellent customer service, communication, and negotiation skills
- Experience of dealing with people in difficult and challenging situations
- Experience of housing knowledge with the ability to give advice in this area
- To own and take on responsibility for continuous personal development in the delivery of a housing management service
- Experience of Microsoft Office and a housing management system

IMPORTANT: this post requires a Disclosure and Barring Service (DBS) check

COMPLEXITY AND CREATIVITY

- To understand the complexity in terms of income, benefits, health, family, legal and other issues that many contribute to tenant rent debt, with the ability to understand this and assist with practical advice, support, referring to appropriate agencies to enable tenancy sustainment.
- To find effective and efficient solutions to the above, exercised within the general framework of recognised procedures.

JUDGEMENT AND DECISIONS

- Recognising that your judgement could impact on the lives of tenants, in some cases very significantly. Therefore, making the right decisions, based on thorough and high-quality investigations is crucial, as errors can lead to challenges and/or other repercussions.
- Work carried out within programmes and objectives where there is a wide range of choices and where advice is not normally available and/or decisions where policy, procedures and working standards provide only general guidelines.

CONTACTS

- Members of the Council
- Members of staff of other local authorities/partner agencies/housing associations
- Suppliers and contractors

- Members of the public

Communication with any party not considered appropriate should be raised with your line manager.

RESOURCES

Little or no responsibility for physical or financial resources

TRAVEL DESIGNATION

Mileage travelled on Council business will be reimbursed at the HMRC rate in accordance with the Council's Travel and Subsistence Policy.

GENERAL

- To work with communities sometimes outside normal office hours, including weekends.
- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.
- To promote the Council's overall commitment to equality of opportunity/Diversity at all times and work within the requirements of the Council's Equality Scheme.
- To undertake all training and development initiatives as required.
- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
- To work within the requirements of the Council's Environmental Policy and Management System.
- To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act.

This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.