

Designation:	Income Management Officer
Grade:	4
Responsible to:	Senior Income Management Officer
Service Area:	Tenant Services
Post Number:	

ESSENTIAL CRITERIA

QUALIFICATIONS

- 5 GCSEs Grade C and above to include Maths and English

EXPERIENCE

- Experience of income collection and debt recovery
- Experience of working in social housing or similar field
- Working to achieve performance targets, including time limited tasks
- Dealing with customers, both face-to-face and on the telephone
- Understanding of legal procedures related to recovery

SKILLS & KNOWLEDGE

- Excellent numeracy skills
- Excellent written and verbal skills
- Excellent IT skills, including data based housing management systems and Microsoft Office

PERSONAL ATTRIBUTES

- Demonstrate a can do attitude with a passion for working as part of a team
- Able to work effectively under pressure and in challenging circumstances

OTHER

- Committed to working for an employer who values diversity and equality of opportunity

DESIRABLE CRITERIA

QUALIFICATIONS

Relevant Chartered Institute of Housing qualification

EXPERIENCE

Understanding of landlord and tenant contract requirements and related charges

SKILLS & KNOWLEDGE

- Excellent numeracy skills
- Excellent written and verbal skills
- Excellent IT skills, including data based housing management systems and Microsoft Office

CORE COMPETENCIES

1. **Effective Communication**

You will be able to communicate clearly and effectively with a diverse range of people.

You can vary your communication dependant to your customer, using effective listening with the ability to persuade and influence where appropriate.

2. Customer Focus

You are able to deliver the highest quality of service to our customers, both internal and external.

You will strive to deliver a consistently high quality service, with commitment to understanding and meeting their needs, in line with policies.

3. Working Together

You will be able to work co-operatively with colleagues and partners to achieve results and develop good working relationships.

You will be able to focus on the development of yourself and colleagues in order to enhance performance, motivation and ability to change.

4. Innovating

You will be able to seek better, more effective ways of delivering services.

5. Accepting Change

You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.

6. Supporting the delivery of SDC priorities

You will be able to demonstrate an understanding of and commitment to the Council and its Services.

You will be able to demonstrate how your work supports and meets the needs of the service.

Outer layers of the [competency framework](#) apply with Management and Leadership roles.