

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

## ESSENTIAL CRITERIA

### QUALIFICATIONS

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

### EXPERIENCE

- 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

### SKILLS & KNOWLEDGE

- Excellent numeracy skills
- Excellent written and verbal skills
- Excellent IT skills

### 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

- Experience of income collection and debt recovery
- Understanding of legal procedures related to recovery
- 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.**