

JOB DESCRIPTION

1. JOB DETAILS

Job Title: Rent Officer

Service : Income Team- Finance

Service Group: Central Resources

Reports to: (job title): Assistant Manager - Income

Direct staff reports: (Job Titles):

Total number of staff managed: None

Salary Grade: As per advert

Date Job Description Approved

Date Job Evaluated

JE Reference Number: JE004

2. Main Job Purpose

- To maximise rental income by monitoring rent accounts and liaising with Services/Local Authorities/DWP/Social Services and external funders.
- Keeping records up to date on the Accounting system and produce detailed reports for Services and Managers.

3. Main Job Duties and Responsibilities

- Ensure Rent Accounting System is kept up to date and accurate.
- Ensure Rent Accounting System and Finance System balance.
- Preparing numerous reports from the rent accounting system and send to both internal and external recipients
- Ensure Account monitoring is up to date and appropriate actions taken.
- Responding to queries and informing relevant parties of outstanding issues requiring action.
- Ensure all rent overpayments are refunded in a timely manner to relevant parties.
- Submitting and recording necessary paperwork to local authorities and the DWP
- Liaison with Local Authorities and DWP to maximise income.
- Liaise with new and existing service staff to ensure awareness of rent procedures, to advise and resolve rental issues and to maintain good working relationships between service staff and rents team.

4. GENERAL RESPONSIBILITIES

- Promote a "no blame" and "can do" culture.
- Continuously explore and champion opportunities for improvement and challenge the status quo.

- Promote a climate of equality for all
- Maintain organisational, client and colleague confidentiality.
- Be honest and transparent at all times.
- Be familiar with and demonstrate adherence to Framework's organisational and service specific Policies and Procedures.
- Adhere to the Organisations Code of Conduct
- To understand and actively promote the Organisations values (Respond/Respect/Empower)
- Identify your own development needs and actively seek opportunities to expand your knowledge, skill and experience to meet the developing needs of the service. Actively participate in the development of others.
- Complete any other reasonable task delegated by line management

5. BREADTH OF THE ROLE

The individual performing this role will be required to plan and organise their own work. The complexities of activities demands co-ordination to effectively achieve the job's end results. The job holder will need to be aware of the activities of other jobs and services because their job activity either influences or is influenced by these.

The job holder will be responsible for assisting a designated number of services in their rent collection. They will have a degree of autonomy, with reference to the Income Manager and Assistant Manager where appropriate.

This role provides both the rent accounting function required by the organisation and support to Services in the collection of rental income.

6. KEY PERFORMANCE INDICATORS

The job holder will be expected to demonstrate competence in the role and this will be measured by their knowledge, productivity and performance, conduct and commitment.

The job holder will maintain clear, accurate and up to date records and reports in relation to their role and responsibilities

The job holder will demonstrate an understanding of risk management and how it relates to their role.

The job holder will demonstrate good time management.

The job holder will demonstrate a professional manner at all times

7. KEY RELATIONSHIPS(Internal and External)

INTERNAL:

Income Manager and Assistant Manager

Rent Officers

Finance Officers

Operations Managers

Support service Managers and Team Leaders

Support service staff

Housing Officers / Senior Housing Officers

Legal and welfare rights advisors

EXTERNAL:

Local Authorities – peers and managers/team leaders

Department of Work and Pensions - peers

Social Services – peers

various external funders – peers

Residents

PERSON SPECIFICATION

Job Title:	Rent Officer
Service	Income Team - Finance
Service Group:	Central Resources
Job Evaluation Reference Number	JE004
Date completed	

Key -A = Application Form P = Pre employment checks I = Interview T = Test/Assessment

E = Essential Criteria D = Desirable Criteria

Factors	Competence level required	Where Evidenced?	Essential/Desirable
Experience	Experience of working in a Rent Accounting role, along with experience of working with Rent Accounting Software	A,I	D
	Experience of writing complex letters and documents	A,I,T	E
	Experience of working to strict deadlines	A,I,T	E
	Evidence of working on own initiative whilst raising key issues/risks with line management	A,I,T	E
	Evidence of strong administrative skills and experience.	A,I,T	E
	Experience with Finance systems would be an advantage, in particular Sales Ledger systems	A,I	D
Knowledge / Qualifications	Evidence of an understanding of the benefit system would be an advantage	A,I	D
	Preferably educated to GCSE level with minimum grade C in Maths and English.	A,I	D
	A strong understanding of housing benefit regulations and an awareness of other welfare benefits	A,I	D
	Knowledge and experience in using Microsoft Office, in particular with Excel.	A,I,T	E
Skills/Abilities - Interpersonal	Evidence of a high degree of numeracy through qualifications and/or work experience in a Finance related role.	A,I,T	E
	Evidence of experience of communicating effectively with colleagues, customers and external agencies at various levels both verbally and in writing.	A,I	E

Skills/Abilities – Other	Evidence of excellent problem solving skills.	A,I,T	E
	Attention to detail is vital.		
	Consistently demonstrates a positive, solution focussed attitude.	A,I	E
	Identifies opportunities for their own and the team’s development within given resources.	A,I	D
	A high aptitude for problem solving and able to identify team development needs. Attention to detail is vital.	A,I,T	E
Working requirements	The ability to produce finance related reports tailored to meet the needs of the recipient.	A,I,T	E
	Demonstrates an excellent attitude towards working within a team. This will include a flexible and committed approach to ensuring team goals and ambitions are achieved as well as those of the individual.	A,I	E
	Demonstrates a willingness to take responsibility and ownership of their workload. Committed to continuous improvement of the service provided.	A,I	E
Equality and Diversity	Demonstrates respect for difference and a positive attitude to diversity.	A,I	E