

Role profile

Overview

Title	Income Officer
Department	Income Team
Reports to	Income Manager
Job Level	4

Job purpose

To contribute to the delivery of an effective and efficient income management service which achieves stated rates of collection, consistently improving customer satisfaction levels, maximisation of Regenda tenants' income, sustainable tenancies and financial stability of the Regenda Group.

Key responsibilities

A non-exhaustive list of the key role responsibilities is detailed below:

Current Tenant Arrears

- Ensure a firm consistent approach which supports residents to maximise their income and to maximise income for the Group.
- To recover debts owed to the Group in accordance with Policies and Procedures under the supervision of the Income Manager.
- Responsible for the management and monitoring of all rent accounts in arrears including those with an active Court Order
- Deliver a high standard of customer service by providing a customer focused service, establishing why the rent arrears have accrued and ensuring vulnerable Customers are given support and assistance with legal action being a last resort.

- Ensure all benefit entitlement is claimed and in payment and provide effective control in the recovery of benefit overpayments by scrutinising claims for accuracy and compliance with benefit regulations.
- Deal with all possession applications, including warrants, ensuring all internal approvals have been secured and pre-action court protocols have been complied with.
- Ensure court hearings are prepared for in advance of the hearing date and represent the Group at all court hearings in relation to debt recovery.
- Provide a customer focussed service, establishing why the rent arrears have accrued and ensuring vulnerable customers are given support and assistance with legal action being a last resort.
- Ensure all benefit entitlement is claimed and in payment and provide effective control in the recovery of benefit overpayments by scrutinising claims for accuracy and compliance with benefit regulations.
- Contribute to minimising evictions and maintaining tenancy sustainability.

Tenancy Terminations

- Responsible for ensuring that all customers are contacted during their notice period and that any outstanding debts are cleared upon termination or an agreement and forwarding address is obtained.

Partnership Working

Internal

- Work effectively with the customer services team and other internal service areas in order to deliver a holistic package of housing related services to customers.
- Identify cases where Tenancy Support is required and work closely with Regional Neighbourhood teams to provide a holistic approach to helping new tenants sustain their tenancies.
- Identify cases where intervention for debt advice is required and refer to the Financial Support Officer for specialist support and advice.
- Support the delivery of the Welfare Reform, Financial Inclusion and Worklessness action plans.

External

- Assist the Income Manager and Senior Income Officer in creating and supporting partnerships with Local Authorities in order to contribute to strategy development and ensure that Regenda's interests are represented.
- Liaise effectively with a variety of statutory, voluntary and private organisations including Local Authorities, Housing Benefit Departments, Courts, Welfare Rights Services, Benefits Agency and Debt Management Services.

- Work closely with other local service provider's and partner organisations to provide advice for a broad range of financial and benefit issues facing new residents.
- Carry out verification of information relating to Housing Benefit and ensure compliance with Local Authority Verification Framework.
- To attend conferences /seminars as directed by the Income Manager.

General

- Organise and manage a varied workload to ensure prioritisation of vulnerable tenants.
- Provide Welfare & Benefit advice and promote worklessness, environmental and financial inclusion initiatives.
- Maintain accurate and up-to date records and case files and prepare reports and statistics on request.
- The post holder may be directed by their line manager to carry out other duties and responsibilities in line with his/her post, grade, skills, knowledge and experience.
- To understand and support Regenda's commitment to investing in communities and actively contribute to achieving this vision within the job role.
- To ensure compliance with the Group's Health and Safety Policies.
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- To ensure compliance with the Group's Health and Safety policies.
- To undertake relevant Continuing Professional Development applicable to their professional body and be prepared to undertake training as directed by the Group.
- The post holder may be directed by their line manager to carry out other duties and responsibilities in line with his/her post, grade, skills, knowledge and experience.

The right fit

A list of the desired skills, experience, knowledge and personal attributes to ensure individuals are 'the right fit' for the Company and the role is detailed below:

- Understanding of managing a range of housing related debt on a patch basis within a context of balancing the need of the tenant and that of the organisation.
- An understanding of rent collection processes.

- Knowledge of welfare benefits and ability to provide general advice to tenants as part of arrears prevention work.
- Be able to demonstrate knowledge of current Housing Policy and its impact on social housing generally but particularly in relation to income management.
- Evidence of meeting performance indicators and targets whilst able to prioritise a heavy workload.
- Excellent communication skills, both verbal and written.
- Ability to work effectively and constructively as part of a specialist team and to possess the ability to identify, build and maintain key external relationships.
- Excellent customer service skills.
- Ability to identify resident in need of debt advice and refer for further assistance.
- A background of effectively promoting similar services both internally and externally.
- Ability to train staff members.
- I.T. Literate with the ability to assist in the development of new systems and a knowledge and experience of using Microsoft Office.
- The post holder may on occasion be required to travel to other offices and therefore the ability to travel to other offices and locations which may not be easily accessible by public transport is required so the availability and use of a car is necessary for this post.
- Evening and Weekend work is a requirement of this post.

Our values

The post holder must be able to demonstrate our values in the workplace:

- Customer centricity
- High performance
- Efficiency and value for money
- One Team
- Ambition and dynamism
- Openness and honesty
- Communication