

# Income Officer

## Reports to – Income Manager

### Overview

We are transforming the way we operate in Housing Services We are a high performing team which prides itself on exceptional customer service – tailoring our services to customers’ needs and putting them at the heart of every decision we make.

Our customers will:

- Know what to expect from us and understand clearly what we expect of them.
- Feel assured that if a problem arises, we will listen carefully, communicate effectively and act quickly and professionally to resolve it, involving them at every stage of the process.
- Have support in place where they need it.

#### The Role:

Working within the customer income team, engaging with customers, colleagues and partners to ensure all income owed to Alliance Homes is collected efficiently and effectively, ensuring maximum collection rates in line with strategic, team and individual performance indicators and

### Key responsibilities

- Monitor and manage a patch of accounts, taking action in accordance with our policies and procedures and assist with the collection of other debt on behalf of Alliance Homes.
- Negotiate repayments taking into account our customers financial situation. You’ll also be providing debt management advice including preventative advice, advice on income maximisation, welfare benefits and debt management.
- Prepare legal papers for County Court proceedings using possession claim online (PCOL) and money claim online (MCOL) and then attend and represent Alliance Homes at court hearings for debt related cases.
- Ensure that all legal notices are served in a timely manner with strict adherence to policies and procedures and the Ministry of Justice’s pre-action protocol guidelines.
- Develop and maintain professional relationships with partner agencies such as Local Authority Housing Benefit departments, the citizens Advice Bureau, Credit Unions, DWP etc.
- Work collaboratively and co-operatively across teams in preventing and tackling debt.
- Participate in new projects in relation to income management.
- The post holder may be required to perform any other reasonable tasks, that are appropriate for the level of responsibility, at the request of the Line Manager.

targets.

This will involve investigating Housing Benefit and Universal Credit claims, escalating rent arrears cases, taking appropriate action in mitigating the effects of debt and the impact of welfare reform through early intervention. Also serving legal notices, representing Alliance Homes in court presenting evidence and opposing applications, and carrying out evictions.

The role cuts across and impacts the organisation in terms of maximising and collecting the Association's rental and service charge income.

## Key Skills and Knowledge

### What do you need to do the role?

- Personal values that align with Alliance's values and that demonstrates a genuine empathy with the purpose of housing associations and care providers and their customers.
- Sound judgement of complex situations with an ability to act on initiative and work in a flexible way displaying genuine empathy and a desire to meet customers needs.
- GCSE Maths and English grade C or above, or equivalent qualification.
- Experience of working with relevant software systems and the ability to learn and adapt to emergency technology.
- Experience of working in a customer focused environment with a commitment to providing an excellent customer experience.
- Demonstrable experience of Income management with an emphasis on housing and DWP benefits including overpayments, backdating and appeals.
- Experience of debt recovery and / or income maximisation and know the relevant confidentiality and professional boundary standards.
- Experience and ability to help vulnerable families and other potentially disadvantaged groups/individuals.
- To be able to work proactively, show initiative and have a logical, systematic and methodical approach.
- Clear, concise and professional communication, both oral and written.
- Ability to manage the risks associated with lone working.
- Knowledge of relevant confidentiality and professional boundary standards.

### It would be great if you also had:

- Recognised Housing qualification.
- Proven and demonstrable record of work in similar role including housing and income management.
- Overview of current social housing issues.
- Experience of attending court representing the landlord in possession hearings with good knowledge of court and possession protocols.
- In depth knowledge of the Welfare Reform Act and its implications including the various Housing Acts and how this impacts the sector and communities.

Your manager will agree specific objectives with you, and your performance against those objectives will be reviewed on a regular basis.

**Signature:**

**Date:**