

Job Description

Job title	Income and Arrears Officer
Directorate	PLACE : Regeneration, Culture and Environment
Division	HRA
Range	MPR 4
Reports to	Income and Leasehold Manager

Main purpose of the job:

The primary purpose of this role is to develop and maintain effective relationships with tenants within a defined geographical area, encouraging their cooperation in paying their rent and preventing arrears. The postholder will monitor rent accounts in detail, taking appropriate actions in line with the Council's income collection policy and procedures. The role also involves working collaboratively with other agencies and services to provide support and ensure residents receive the assistance they need.

The postholder will use initiative and judgement to engage residents through various methods such as calls, emails and home visits. The role includes representing the Council in court for tenancy breaches due to rent arrears and liaising with relevant agencies during eviction processes. Additionally, the postholder will signpost tenants to support services, conduct tenancy audits to confirm occupancy and identify fraud, and contribute to community engagement initiatives.

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

Accountabilities and outcomes:

- Manage a patch in a defined geographical area, developing effective working relationships with residents to ensure that rent accounts are successfully managed. Ensure that questions, queries and concerns are responded to in a timely manner, offering advice and assistance.
- Monitor individual rent accounts regularly and take action to prevent and address arrears in accordance with Council policies.
- Build effective working relationships with internal and external stakeholders, notifying agencies of pending evictions and coordinating with bailiffs, police and social services when necessary
- Address complex income issues, resolving discrepancies and implementing remedies that align with organisational goals and resident needs.

Medway Council Job Profile

- Prepare and submit court applications for tenancy breaches and present the Council in court proceedings.
- Maintain accurate records of resident interactions, agreements and issues on the Council's IT systems and raise Customer Relationship Management (CRM) cases accurately.
- Carry out regular tenancy audits to capture resident information, record vulnerabilities and identify cases of tenancy fraud.
- Participate in team tasks, including targeted rent campaigns, data collection exercises, and resident involvement activities.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

Organisation:

This role reports to the Income and Leasehold Manager.

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

Medway Council Job Profile

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

Person specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

5 GCSE's grade 5-9 including English and Maths

Full UK driving licence and daily use of a car

Willingness to undertake and complete all mandatory training

Level B (in addition to level A criteria)

Completion of role specific training as identified in HRA training matrix.

Level C (in addition to levels A and B)

Completion of level 3 Chartered Institute of Housing qualification or equivalent related to the role

Evidence of continued professional development

Knowledge

Level A

A good understanding of housing legislation relating to secure tenants

Knowledge of welfare and benefits

Knowledge of safeguarding principles

An awareness of GDPR legislation and best practice in relating to information sharing.

Level B (in addition to level A criteria)

An in depth understanding of strategies used to manage rent collection

In depth knowledge relating to support agencies, enabling effective signposting

Level C (in addition to levels A and B)

Comprehensive understanding of occupancy, tenure and lettings, delivery of housing services, sustainable communities and resident involvement

Experience

Level A

Experience of working in a social housing setting

Experience of working in a team and contributing to shared objectives

Familiarity with housing management systems and processes

Level B (in addition to level A criteria)

Build productive relationships with stakeholders to resolve complex issues and support residents

Medway Council Job Profile

Experience with identifying potential problems and taking appropriate action

Experience of actively contributing to change programmes and offering input to shape decisions

Level C (in addition to levels A and B)

Drive service improvements across the patch, reducing arrears to levels which exceed the targets set

Evidence of proactive resident engagement campaigns with the objective of maximising income for defined groups

Skills

Level A

Honed relationship management and interpersonal skills

Effective prioritisation of tasks and ability to meet deadlines

Level B (in addition to level A criteria)

Ability to apply Council policies and processes when making decisions on income and arrears related issues

Ability to use Council ICT to accurately record resident information and interactions, including CRM

Excellent customer care skills, with experience of adapting services, where possible, to meet customer needs and can take the initiative to work with other agencies where necessary

Level C (in addition to levels A and B)

Evidence of problem solving and creative ability

Evidence of proactively managing the patch, considering the bigger picture