

Income and Arrears Officer (PN: 3227) – Range 4

See Job Profile for full duties.

Main duties include:

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

Level A (Developing)	Level B (Practicing)	Level C (Accomplished)
<u>Requirements at this level:</u>	<u>Requirements at this level in addition to level 4A:</u>	<u>Requirements at this level in addition to level 4A and 4B:</u>
<u>Qualifications</u> Level 2 qualification – e.g. A minimum of 5 GCSE's (grades 4-9) including English and Maths, NVQ etc Full UK driving licence and daily use of a car	<u>Qualifications</u> Completion of role specific training as identified in HRA training matrix	<u>Qualifications</u> Completion of level 3 Chartered Institute of Housing qualification or equivalent related to the role Evidence of continued professional development

<u>Knowledge</u> 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	<u>Knowledge</u> An in depth understanding of strategies used to manage rent collection In depth knowledge relating to support agencies, enabling effective signposting	<u>Knowledge</u> Comprehensive understanding of occupancy, tenure and lettings, delivery of housing services, sustainable communities and resident involvement
<u>Experience</u> 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	<u>Experience</u> Build productive relationships with stakeholders to resolve complex issues and support residents Experience with identifying potential problems and taking appropriate action Experience of actively contributing to change programmes and offering input to shape decisions Experience of carrying out regular tenancy audits capturing information, recording vulnerabilities and identifying cases of tenancy fraud	<u>Experience</u> 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 Experience of pursuing legal actions and representing the Council in court
<u>Skills</u> Honed relationship management and interpersonal skills Effective prioritisation of tasks and ability to meet deadlines Proficient at using Microsoft packages such as word/Excel/PowerPoint Communication skills	<u>Skills</u> 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	<u>Skills</u> Evidence of problem solving and creative ability Evidence of proactively managing the patch, considering the bigger picture