

JOB DESCRIPTION

JOB TITLE: Housing Income Officer

REPORTS TO: Head of Housing

DIRECT REPORTS: Head of Housing

ROLE PURPOSE

The role will primarily be one to reduce bad debt and increase cash flow. Focus on the improvement of rent collection and mitigation for void periods. Coordination of income and housing management issues for satellite offices within the group as heavy emphasis will be on the improvement of reporting. Visiting service across the group is required in order to coach teams and resolve any issues within arrears or benefit accounts.

ACCOUNTABILITIES

- Monitor tenant rent accounts on a weekly basis and coordinate rent arrears actions across the Group.
- Visit services across the group working independently 2/3 days per week and support Service Managers with training and guidance as and when required in relation to any Supported Housing management issues across the group
- Advise in respect of breaches of tenancy/licence agreements, including rent and service charge arrears, nuisance, harassment and misuse of property
- Work with Service Managers, Maintenance Coordinators and head landlords to ensure that void loss due to empty properties is minimised
- Ensure that correct notice periods are given and the benefit system is used in full to further mitigate void loss
- Take ownership or group management IT systems for non process functions of rent accounts. This will include setting up new residents onto the payment systems.
- To deal with reports of abandoned tenancies, squatters and unauthorised occupiers.
- Maintain appropriate records of work in accordance with the Group policies. Adapt and revise procedures and policies within the groups governance ensuring all quality and compliance measures are adhered too
- Assist with the preparation of cases for Court action and represent the organisation at Court and at evictions
- Communicate with Housing Benefit teams regarding appeals, overpayments etc.
- Liaise with partner landlords to ensure that each party is abiding to contractual obligations.
- Provide regular performance data and KPI's. Preparing regular reports for the business.

March 2018

- Implementing a former tenant debt recovery strategy including contract management of external debt collectors.
- Provide data for SHIP reporting.
- Other responsibilities than those described above may be required to be undertaken from time to time and will be expected to be performed to as long as it is within the capability and level of the position.

Person Specification

Qualifications and Experience	Rating	Application Form	Interview
1. Must have evidence of at least 2 years experience in a housing environment.	Essential	√	
2. Understanding of Supported Housing issues	Essential	√	√
3. PC literate with a high level of technical competence in Word and Excel	Essential	√	
Knowledge	Rating	Application Form	Interview
4. Knowledge and clear understanding of housing tenure	Essential	√	√
5. Technical knowledge of welfare benefits	Essential	√	√
6. Knowledge of health and safety regulations associated with Supported Housing properties	Essential	√	√
7. Knowledge and clear understanding of Landlord and Tenant obligations	Desirable	√	√
Skills and abilities	Rating	Application Form	Interview
8. Experience of dealing with the public	Essential	√	√
9. Ability to work flexibly on own initiative and as part of a team	Essential	√	√



10. A flexible approach to problem solving, with the ability to produce clear and accurate work, often under pressure	Essential	√	√
11. Ability to quickly absorb legislative, regulatory and quality requirements	Essential	√	√
12. Highly developed verbal and written communication skills including report writing	Desirable	√	√

This job description outlines only the main areas of responsibility, which may change as the post develops. The post holder may also be required to undertake any other duties requested by the Line Manager

Name:Signature:Date:.....