

ST LEGER HOMES OF DONCASTER LTD

DIRECTORATE OF HOUSING

JOB DESCRIPTION

JOB TITLE:	Income Management Officer
GRADE:	4 SCP 23-28
DIRECTORATE:	Housing Services
SERVICE AREA:	Estate and Tenancy Management
REPORTING TO:	Senior Income Management Officer
RESPONSIBLE FOR:	Income Management Officer, Tenancy Sustainability Officers
MAIN CONTACTS:	SLHD Employees, Customers, Partner Agencies including DMBC, SYP, Councillors

(A). JOB PURPOSE

To work within an area based housing team and contribute towards the provision of a comprehensive estate and tenancy management service to the tenants covering a defined geographical area including tenancy enforcement and support.

The role focuses on providing an inclusive income management service to the tenants, including recovery of rent arrears, utilising support and enforcement tools and assisting tenants with financial circumstances to enable them to maximise their income, be financially self sufficient and maintain their rent payments to sustain their tenancy.

(B). KEY DUTIES AND RESPONSIBILITIES

SERVICE RESPONSIBILITIES

2.1 Service Responsibilities

- Maximise rental income through the recovery of rent arrears in line with company policy and procedure. This will include writing to tenants, telephone contact and/or

home visits. This will be from initial arrears and progression through to County Court proceedings along with the delivery of actions arising from court action.

- Maximise rental income and tenant's personal income by providing support and assistance to tenants relating to their financial capacity and inclusion, including help with welfare benefit claims and assessments, carrying out income/expenditure assessments and making sustainable repayment agreements.
- Make recommendations to the Senior Income Management Officer in respect of cases requiring legal action in the County Court to obtain possession of the property, including producing and serving the correct notice and subsequently collating the case ready for instruction to Legal Services.
- Carry out evictions in the presence of the court bailiff and undertake all necessary follow up work including undertaking an inventory, organising a lock change, storage of tenants effects if necessary, organising any financial recharges to the tenant and providing appropriate advice and assistance in relation to housing.
- Work towards meeting individual and team recovery targets including weekly monitoring of cases and arrears levels and organising work load to maximise performance.
- Keep accurate and detailed records using the housing management IT system in relation to arrears recovery actions on all cases to ensure information and actions are documented and audited and performance information is accurate?
- Provide support to the Senior Income Management Officer by providing reports on serious cases and attending meetings.
- Deputise for the Senior Income Management Officer at meetings in connection with rent recovery related issues.
- Liaise with the Council regarding individual tenant's Welfare Benefit claims and offer assistance to maximise income
- Liaise with SLHD staff, particularly Estate Management in delivering an all encompassing service to customers and help resolve issues. This will include the identification of tenancy breaches not related to rent recovery and liaising with the appropriate officer to resolve the issue and deliver joined up and efficient enforcement action.
- Liaise with specialist agencies and undertake effective referrals in respect of debt advice, benefit maximisation, employment opportunities and money management.
- Analyse and identify trends in rent arrears and income management to highlight problems and use this information to target interventions.
- Identify vulnerable persons and support needs and issues around safeguarding

children and adults as part of daily business and contact with tenants and alert the relevant officer or agency in line with the company's procedures.

- Take part in targeted initiatives and projects within the geographical area in relation to income management and tenancy management, such as Neighbourhood Alliance.

(C). GENERAL

- To ensure appropriate practices are adhered to, whilst carrying out your role, in respect of supporting people, community safety and implementation of the company's adult and children safeguarding frameworks.
- To reflect the company's commitment to excellent customer service by ensuring high standards of customer care.
- To contribute to the company's wider commitment to Value for Money and continuous improvement by making suggestions for efficiency savings and service improvements to your line manager.
- To demonstrate a commitment to the company's equality and diversity policy by taking account of the needs of colleagues and service users, treating others with dignity and respect and reflecting fairness and equality in all aspects of the role.
- To work in a safe manner taking account of own and other people's health, safety and wellbeing and acting in accordance with the company's health and safety policy and procedures. To undertake recommended health and safety training as required and to raise any safety concerns with your line manager.
- To ensure appropriate practices are adhered to for the storage, handling and destruction of sensitive personal data in accordance with the Data Protection and Document Retention Policies and to follow best practice principles in own areas of work.
- To take part in the annual appraisal process, identify training requirements relevant to your role and undertake any training as required.
- To promote, build and maintain effective working relationships with colleagues (both internal to the company and external) and service users.
- To maintain high levels of personal attendance, motivation and discipline.
- Post-holders are expected to always work in a way which is consistent with the expressed values of the company.

The post holder's duties must be carried out in accordance with Policies and Procedures of St. Leger Homes of Doncaster Ltd including, but not limited to, Equal Opportunities Policies, Information Security Policies, Financial Regulations and Standing Orders, Health and Safety at Work Act 1974 and other subsequent health and safety legislation. These duties should be regarded as neither exclusive nor exhaustive as the post holder may be required to undertake other reasonably determined duties and responsibilities for the Company, commensurate with the grading of the post.

PERSON SPECIFICATION
INCOME MANAGEMENT OFFICER

SECTION A: ITEMS TO BE ASSESSED FROM THE APPLICATION FORM

(Please ensure that you write on your application about how your experience and qualifications meets each of the criteria shown on this page below).

No	Qualifications/Specialist Knowledge	Essential	Desirable
1	NVQ level 3 in customer care, Housing and/or administration.		✓
2	Experience of applying best practice procedures relating to arrears recovery and enforcement of tenancy conditions and the principles of income management, or similar.	✓	
3	Experience of maintaining computerised systems and keeping accurate and detailed records.	✓	
4	A good knowledge of the role of social housing and/or working for an Arms Length Management Organisation.	✓	
5	An awareness of the current welfare reform.	✓	
6	Experience of working in a customer focused environment.	✓	
7	Hold a full UK driving license and access to a vehicle for business usage.	✓	
8	An awareness of different types of debt and how this impacts on customers.	✓	

Section B: ITEMS TO BE ASSESSED AT INTERVIEW

If you are shortlisted the following competencies will be assessed at interview and/ or assessment centre as indicated. This is provided for your information but this will not be used as part of the initial shortlisting process.

	KEY COMPETENCIES	METHOD OF ASSESSMENT
1	<p>TEAM WORKLOAD MANAGEMENT</p> <p>Ability to work as part of a team, support colleagues and build positive relationships.</p>	Interview
2	<p>PEOPLE</p> <p>Ability to recognise stress and adopt appropriate strategies for coping with this.</p> <p>Takes time to understand customers to ensure services fit their needs.</p>	Interview
3	<p>PROBLEM-SOLVING, CREATIVITY AND INNOVATION</p> <p>Ability to deal with customers with complex and diverse needs and circumstances, to build a rapport using empathy and provide relevant support.</p> <p>Plan and prioritise work load in order to meet targets and timescales and deadlines in a sometimes pressuring environment.</p>	Interview
4	<p>ICT</p> <p>Experience of using word processing, spreadsheet packages and bespoke IT systems and input and retrieve data from data bases.</p>	Interview
5	<p>COMMUNICATION</p> <p>Excellent interpersonal communication skills both face to face and over the telephone demonstrating high levels of customer care, including visiting tenants in their homes.</p> <p>Good written communication skills including the ability to produce clear, concise and accurate documents and data.</p>	Interview
6	<p>BEHAVIOURS AND VALUES</p> <p>Experience of dealing with challenging customer behaviour in a positive way.</p> <p>Ability to be assertive in challenging situations.</p>	Interview

	Ability to respond positively to change and a diverse work load.	
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C WORK RELATED REQUIREMENTS

In respect of this post St Leger Homes has the following work – related requirements. Short-listed candidates will be expected to be able to meet them and acceptance of an interview assumes that you are able to meet the expectations of the post if appointed.

If for any reason you have any difficulties with these requirements please do not hesitate to contact the Head of Human Resources and Health and Safety for further advice.

	Work Related Requirements
1.	Willing and able to work flexibly in the interests of the service. This may also include undertaking other duties provided that these are appropriate to the duties and responsibilities of the post.
2.	St Leger Homes has a no Smoking Policy

Any offer of employment is conditional upon the following pre-employment checks being satisfied. Pre-employment checks are carried out once a conditional offer of employment is made and do not form part of the selection process.

Pre-employment checks	Method of verification
<ul style="list-style-type: none"> ▪ Must be physically able to attend work regularly and carry out the duties of the job as set out in the job description including use of own vehicle for travelling to various locations within the Borough and working outside of normal office hours. Reasonable adjustments will be made for disabled candidates. ▪ Must be eligible to work in the UK. ▪ Full valid driving licence ▪ Safer-recruitment 	<p>Pre- employment Health Questionnaire. Discussion with the candidate where appropriate for example to explore reasonable adjustments.</p> <p>Pre-employment document checks</p> <p>References</p>
<p>Candidates must provide the information required to complete the pre-employment checks within a reasonable time. If the candidate does not do this or if the information provided is not satisfactory to St Leger Homes of Doncaster Ltd the conditional offer of employment is withdrawn.</p>	
<p>Specification completed by:</p>	<p>Karl Chapman, Sharon Hoskin, Alison Rayner, Dave Wilkinson</p>
<p>Designation:</p>	<p>Area Housing Service Manager</p>
<p>Date:</p>	<p>15 July 2016</p>

