

Waverley is an ambitious authority, committed to being one of the leading Councils in the country at a time of major change by developing a high performing, highly engaged staff team to share the organisation's values and deliver our corporate objectives.

JOB DESCRIPTION	
<b>Job title: (Post No. if known)</b>	<b>RENT ACCOUNTS OFFICER HG03B</b>
<b>Service:</b>	Housing Operations
<b>Team:</b>	Rent Accounts Team
<b>Location:</b>	The Burys, Godalming, Surrey, GU7 1HR
<b>Reporting to:</b>	Rent Accounts Manager
<b>Responsible for:</b>	N/A
OUR ORGANISATIONAL VALUES	
<b>Openness</b>	In Waverley we value <b>openness and honesty</b> where <b>communication</b> is <b>clear and constructive</b> and actions are <b>transparent</b> .
<b>Excellence</b>	In Waverley we value <b>excellence</b> , working in a <b>consistent</b> and <b>professional</b> way to achieve the highest standards possible, taking the time to recognise and <b>celebrate success</b> .
<b>Fairness</b>	In Waverley we value <b>fairness and respect</b> , working with <b>integrity</b> to ensure that everyone is treated well and has <b>equal access</b> to the <b>opportunities</b> available.
<b>Team Work</b>	In Waverley we value <b>team work and collaboration</b> , with <b>approachable</b> staff <b>actively contributing</b> to our shared corporate goals.
<b>Taking Ownership</b>	In Waverley we value taking <b>ownership</b> , where everyone feels <b>personally committed</b> to issues at hand and is working towards a <b>positive outcome</b>
PRINCIPAL PURPOSE OF THE ROLE	
<ul style="list-style-type: none"> <li>Control current and former tenant arrears in accordance with the Council's policy, agreed operational targets and service standards.</li> <li>Monitor rent accounts on a specific geographical patch and take timely action to recover outstanding arrears.</li> </ul>	

- Provide basic debt and/or money management advice, signposting to relevant third parties where appropriate.
- Prepare County Court hearings and represent the Council at the hearings.
- Carry out evictions where all other efforts have been unsuccessful to recover the arrears.

## MAIN DUTIES AND ACCOUNTABILITIES

- Monitor individual arrears cases weekly. Take appropriate action to ensure that all rent and any other charges due are paid. Provide advice on possible Housing Benefit/ types of benefit entitlement and different payment methods available. The key to rent arrears minimisation is to ensure that the household income is maximised and that where income is limited, expenditure is prioritised
  - Ensure that all arrears cases are actioned in accordance with policies and procedures and escalated in a timely fashion. Clear and accurate records should be maintained for every case and all documentation should conform to current procedures.
  - Ensure effective collection of arrears whether by personal visits to the customer's home, by telephone or by written correspondence. Deal appropriately with telephone and office drop-in enquiries and negotiate repayment agreements with tenants and their representatives. Make tenants fully aware of the action being taken and the consequences of such action. Utilise, when appropriate, the services of internal resources and other agencies e.g. Citizens Advice, Social Services, etc.
  - Operate within the guidance of the Ministry of Justice's Rent Arrears Pre Action Protocol. Prepare documentation for County Court proceedings, ensuring all pre-court visits to tenants are undertaken and that tenants are fully advised of the action being taken. Attend Court hearings and act as the Council's witness.
  - Monitor all cases where Court Judgments and Possession Orders have been obtained and initiate any enforcement action. Where appropriate, prepare and submit eviction authorisation requests, notifying tenants of any eviction dates and attending evictions as necessary. Represent the Council as a witness at any application to suspend Warrant hearings.
  - To understand and operate the integrated Orchard Housing computer system
  - To provide general support and cover in the absence of the Rent Accounts Officers as directed by the Rent Accounts Manager.
  - To work on projects in the landlord service, impacting on rent collection and housing management.
  - To ensure tasks are carried out in accordance with the housing management and maintenance process improvement project (PIP) guidance.
  - To carry out such other duties as shall be specified by the Rent Accounts Manager.
- Business Continuity**
- Play a pivotal role in business continuity planning and should the need arise, assist in ensuring business recovery of key service provision in a 24 hour window.
  - To regularly test home working systems are fully operational.
- Health and Safety**
- Comply with all Health and Safety legislation for your area of work, ensuring that risks are identified, managed and monitored as required.
  - Employ full use of the Stay Safe mobile app at all times when working out of the main office

## **DIMENSIONS OF THE ROLE**

- Post holder to be a member of 10 staff.
- Team responsibility for rent levels across the total stock of approximately 5,000 dwellings and 680 garages.
- Individual accountability of approximately 1,000 accounts.
- Visits to homes and other sites, including County Court for possession hearings.

## **AREAS OF ACCOUNTABILITY/PROBLEM SOLVING – DECISION MAKING / SCOPE FOR IMPACT**

- Determine the appropriate recovery action to be taken in line with the arrears recovery policy and procedures.
- Ensure that tenants in arrears, particularly vulnerable tenants, are dealt with efficiently and sensitively to the needs of the individual(s).
- Safeguard the welfare of children and vulnerable adults by reporting any concerns they have as set out in the appropriate policies.

## **PLANNING/ORGANISING/CONTROLLING**

- Effectively manage conflicting and changing priorities.
- Plan and prioritise individual workload to meet deadlines to meet personal and shared targets.
- Effective use of systems available, such as Outlook to manage time and workloads.
- Commitment to team working and internal communication.

## **CUSTOMERS AND CONTACTS**

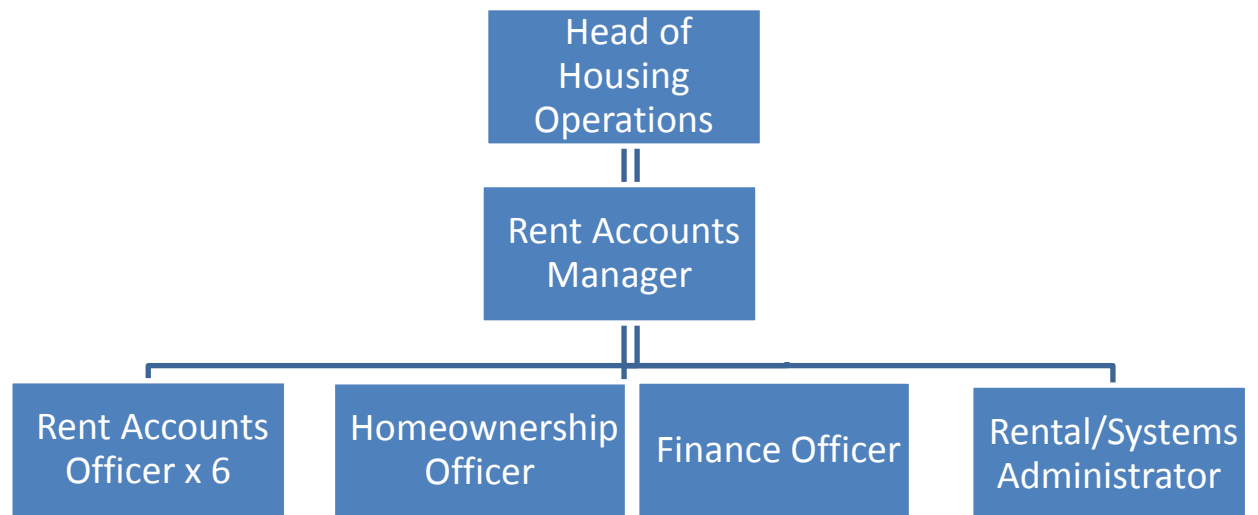
### **INTERNAL**

- Other Departments within the Council, particularly other housing teams, the revenues team and the benefit assessment team.

### **EXTERNAL**

- Tenants
- Citizens Advice
- Social Care teams (children and adults)
- DWP
- County Court staff
- Other support services and charities

## SERVICE/TEAM STRUCTURE



## PERSON SPECIFICATION

Candidates must be able to demonstrate, giving examples, **all essential criteria** marked as A, A/C or A/I within their application form to be shortlisted for this role.

	PERSON SPECIFICATION			
	ESSENTIAL CRITERIA	How ASSESSED	DESIRABLE CRITERIA	How ASSESSED
<b>QUALIFICATIONS / EDUCATION / TRAINING / EXPERIENCE</b>	Educated to GCSE standard or equivalent,	<b>A</b>	Related Housing qualification	<b>A</b>
	Previous administrative experience within a busy office	<b>A</b>	Experience of working in a similar role or within the housing environment.	<b>A</b>
<b>KNOWLEDGE / TECHNICAL SKILLS</b>	Thorough understanding of welfare benefits, including Universal Credit and government reforms.	<b>A/I</b>	Knowledge of Safeguarding.	<b>A/I</b>
		<b>A/I</b>	High level working knowledge of Orchard Housing IT System	<b>A/I</b>
	Clear understanding of Housing Law and the Rent Arrears Pre-Action Protocol		Debt counselling and money advice provision	<b>A/I</b>
<b>COMMUNICATION</b>	Considers the needs of the audience when deciding how best to communicate.	<b>A/I</b>		
	Applies the most appropriate level of emotional intelligence to communication style.	<b>A/I</b>		
	Explains technical terms.	<b>A/I</b>		
	Listens to others and checks understanding.	<b>A/I</b>		
	Communication is timely.	<b>A/I</b>		
		<b>I</b>		

	Assertive, confident and self-assured when speaking to others			
<b>CUSTOMER SERVICE</b>	Understanding of and commitment to promoting equality and diversity in service delivery and employment.	<b>A/I</b>		
	Takes ownership of customers' requests, manages expectations and achieves a high quality response.	<b>A/I</b>		
	Is able to manage the requirements of diverse customers in a timely and effective manner.	<b>A/I</b>		
	Accurate spoken English is essential for the post	<b>I</b>		
	Contributes ideas to improve customer service.	<b>A/I</b>		
	Deals with customer contacts effectively and responds promptly to messages.	<b>A/I</b>		
<b>TEAM WORKING</b>	Deliver own share of workload, whilst being flexible and willing to help others when required.	<b>A/I</b>		
	Willingly share knowledge, experience and expertise with others.	<b>A/I</b>		
	Value the input, opinions and expertise of others.	<b>A/I</b>		
		<b>A/I</b>		

	Positively influence the way the team works together.			
<b>MANAGING SELF AND OTHERS</b>	Produce high quality, accurate records, data and information.	<b>A/I</b>		
	Use effective time management techniques to meet agreed targets.	<b>A/I</b>		
	Seek to improve personal and team efficiency.	<b>A/I</b>		
	Adhere to all Council policies.	<b>A/I</b>		
<b>CAN DO APPROACH / ACHIEVING RESULTS</b>	Be flexible, adaptable and responsive to changing needs and circumstances.	<b>A/I</b>		
	Drive to complete tasks	<b>A/I</b>		
	Prepared to constructively challenge existing procedures to achieve better performance	<b>A/I</b>		
<b>ADDITIONAL SPECIFIC REQUIREMENTS FOR THIS POST</b>	For business continuity purposes you are required to have access to the internet at home via broadband on a PC, laptop or tablet.	<b>A/I</b>		
	Full and valid Driving License and use of a car during working hours	<b>A/I</b>		

#### How assessed

- A = Application CV/Personal Statement
- C = Certificates/professional Registration
- D = DBS police check
- E = Exercise
- I = Interview
- M = Medical assessment

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<b>Job title:</b>	Rent Accounts Officer	<b>Post no:</b>	HG03B
<b>Service:</b>	Housing Operations	<b>JE score:</b>	227
<b>Team:</b>	Rent Accounts Team	<b>Pay band:</b>	8
<b>Location:</b>	The Burys Godalming, Surrey GU7 1HR	<b>Position type:</b> (if part time, working pattern)	Full time 37 hrs per week
<b>Competencies: (level 1 – 2)</b>	Communication:	2	
	Customer Service:	2	
	Team Working:	2	
	Managing Self and Others:	2	
	Can do approach/Results	2	
<b>REVIEWED BY:</b>	<b><i>Deborah Harding</i></b>	<b>DATE:</b>	March 2020
<b>CHECKED IN:</b>		<b>DATE:</b>	June 2020
<b>LAST UPDATED:</b>	Human Resources	<b>DATE:</b>	June 2020