

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	
Job title:	Income Officer
Service:	Housing
Team:	Rent Accounts
Location:	The Burys, Godalming, Surrey, GU7 1HR
Reporting to:	Rent Accounts Manager
Responsible for:	No staff reporting to this post
OUR ORGANISATIONAL VALUES	
Openness	In Waverley we value openness and honesty where communication is clear and constructive and actions are transparent .
Excellence	In Waverley we value excellence , working in a consistent and professional way to achieve the highest standards possible, taking the time to recognise and celebrate success .
Fairness	In Waverley we value fairness and respect , working with integrity to ensure that everyone is treated well and has equal access to the opportunities available.
Team Work	In Waverley we value team work and collaboration , with approachable staff actively contributing to our shared corporate goals.
Taking Ownership	In Waverley we value taking ownership , where everyone feels personally committed to issues at hand and is working towards a positive outcome
PRINCIPAL PURPOSE OF THE ROLE	
<ul style="list-style-type: none"> • To deliver an effective income and recovery collection service with particular emphasis on the collection of charges for rechargeable repairs and other housing related recharges, such as Responsive Repairs, Void Works and Leasehold Service Charges. • To collect rent and charges for leased and licence properties • To raise invoices through the Council's financial system 	

- Recover former tenant arrears
- Support the prompt payment of invoices (mainly utility invoices)
- Deputise for the Rental / Systems administrator
- To ensure the service meets the Council's framework of quality standards, performance targets, budgetary control and legislative requirements.
- To support the Rent Accounts Team in delivering the HousingService Plan.

MAIN DUTIES AND ACCOUNTABILITIES

- Deliver an effective income and recovery collection service by maximising collection in line with targets, reducing arrears on a continuing basis through effective enforcement of the rechargeable repairs policy, procedure and systems.
- Raise leaseholder invoices and credit notes
- Prepare timely and accurate reports on cases, identifying trends.
- Prepare cases for legal action, serving appropriate notices and taking cases through the small claims procedure, attending court hearings and providing evidence as appropriate.
- Identify and implement good practice, ensuring that policies and procedures are effective, meet legislative requirements and are fit for purpose.
- Maintain up to date knowledge of all relevant administrative, legal and financial procedures.
- Contact and visit tenants and former tenants in their homes to achieve purpose of role.
- Contact former tenants and executors of former tenants' estates in order to identify the most appropriate course of action with regards to repayment.
- Take payments over the phone and online.
- To advise the Rent Accounts Manager in respect of write-offs, keeping accurate reports and information in relation to these.
- Provide debt and welfare advice with regards to debt and signpost where necessary to other agencies.
- Liaise with external debt collection agencies to aid the recovery of debt.
- Work with and provide support and guidance to other teams within the housing service and contractors to identify rechargeable repairs and other items.
- Respond promptly and effectively to enquiries or complaints with regards to recharge matters in line with the Council's procedures.
- Support and deputise for the Rental and Systems Administrator in the administration of rent account direct debits and BACS
- Manage the payment of invoices, mainly utilities and senior living invoices, which will raising purchase orders (using the financial system)
- Undertake any other task or responsibility commensurate with the grade of the post and provide support and cover for other members of the Rent Team as necessary.
- **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

DIMENSIONS OF THE ROLE

- The role forms part of the Rent Accounts Team, comprising of a Rent Accounts Manager, 6 x Rent Accounts Officers, Homeownership Officer and a Rental and Systems Administrator.
- Collecting Revenue and Recharges for our circa 5,000 homes.
- Support the team in the collection of circa £32m per annum in rent and charges and other debts up to £300k
- Deputise for the Rental and Systems Administrator in the administration of direct debits – Value £1m per month
- Arrange the payment of invoices to the total value of £400K per annum

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

- Determine the appropriate recovery action to be taken in line with the Recharge Collection policies and procedures.
- Determine the appropriate recovery action for leaseholder debt
- Determine the appropriate recovery action for properties leased to other organisations
- An ability to make balanced and reasonable decisions under pressure with debtors in difficult circumstances is vital.

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 across the service and the Council.

CUSTOMERS AND CONTACTS

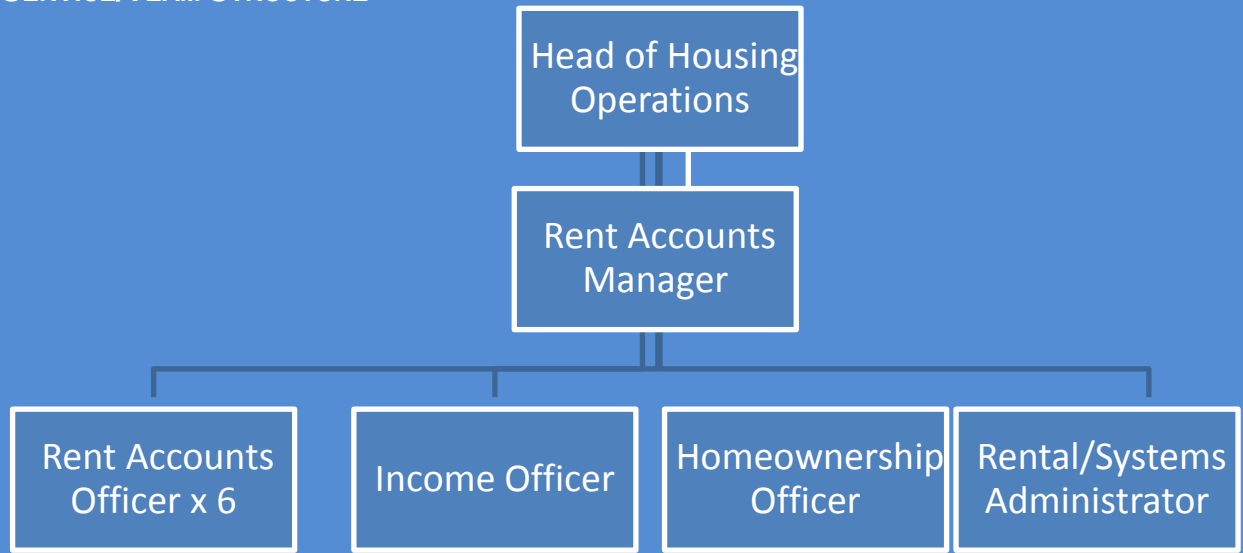
INTERNAL

- Other departments within the Council, including other housing teams, finance and legal.
- Contractors

EXTERNAL

- Tenants
- Courts
- Debt Recovery Companies
- Citizens Advice and other debt and money advice agencies
- Support providers

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
QUALIFICATIONS/ EDUCATION / TRAINING / EXPERIENCE	Educated at GCSE standard or equivalent, including English and Maths	CA	Related Housing qualification	CAI
	Previous administrative experience within a busy office	AI	Experience of working in a similar role or within the housing environment.	AI
	Extensive experience of using database IT systems		Experience of using Access	
KNOWLEDGE /TECHNICAL SKILLS	Understanding of recovery processes for Rent and Recharges	AI	Awareness of Safeguarding	AI
	Understanding of Housing Law including Court Proceedings	AI		
COMMUNICATION	Excellent negotiation and communication skills; able to speak to customers at all levels in an assertive but diplomatic manner	AI		
	Able to remain calm and professional in difficult circumstances, influencing others to achieve good outcomes	AI		
	Able to explain complex legislation in an understandable way	AI		
CUSTOMER SERVICE	Understanding of and commitment to promoting equality and diversity in service	AI		

	<p>delivery and employment</p> <p>Commitment to empathetic but firm recovery action</p> <p>Able to produce well written correspondence and accurate calculations.</p> <p>Contributes ideas to improve customer service</p> <p>Deals with customer contacts effectively and responds promptly to messages</p> <p>Accurate spoken English is essential for the post</p>	<p>AI</p> <p>AI</p> <p>AI</p> <p>AI</p> <p>I</p>		
TEAM WORKING	<p>Deliver own share of workload, whilst being flexible and willing to help others when required</p> <p>Willingly share knowledge, experience and expertise with others</p> <p>Value the input, opinions and expertise of others</p> <p>Positively influence the way the team works together</p> <p>Liaising with teams in a constructive way</p>	<p>AI</p> <p>AI</p> <p>AI</p> <p>AI</p>		
MANAGING SELF AND OTHERS	<p>Emotional intelligence, with the resilience to maintain the LA's position when under</p>	<p>AI</p>		

	<p>pressure to achieve positive outcomes</p> <p>Use initiative and work proactively to achieve results and manage conflicting priorities</p> <p>Empathetic but firm recovery action</p>	<p>AI</p> <p>AI</p>		
CAN DO APPROACH / ACHIEVING RESULTS	<p>Be flexible, adaptable and responsive to changing needs and circumstances.</p> <p>Drive to complete tasks</p> <p>Able to analyse claims using an evidence based approach</p> <p>Able to absorb, put into practice and retain new information, policies and procedures quickly</p>	<p>AI</p> <p>AI</p> <p>AI</p> <p>AI</p>		
ADDITIONAL SPECIFIC REQUIREMENTS FOR THIS POST	<p>For business continuity purposes you are required to have access to the internet at home via broadband on a PC, laptop or tablet. item</p>	<p>AI</p>		

How assessed

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

For Official Use only			
Job title:	Income Officer	Post no:	
Service:	Housing	JE score:	252
Team:	Rent Accounts	Pay band:	8
Location:	The Burys Godalming,	Position type:	Full time 37 Hours/ Five day week

	Surrey GU7 1HR	(if part time, working pattern)	
Competencies: (level 1 – 4)	Communication:	2	
	Customer Service:	2	
	Team Working:	2	
	Managing Self and Others:	2	
	Can do approach/Results	2	
REVIEWED BY:	<i>Rent Accounts Manager</i>	DATE:	Oct 2020
CHECKED IN:	HR	DATE:	Oct 2020
LAST UPDATED:	Oct 2020	DATE:	