# Job Description - Income Officer

**Role Profile**

**Service/Team** Housing Options

**Reports to** Tenancy Services Manager

**Responsible for** n/a

**Number of posts** 2

**Post number** 9683

**Career Grade** H

**My job improves the quality of life for the people of Bournemouth Christchurch and Poole by** ensuring this part of the job is delivered in this way which has this impact.

**Job Overview**

To provide a comprehensive & effective rent account and arrears management service to residents in private rented and Council temporary accommodation. To be responsible for maximising income through effective communication with both residents & 3rd parties. Good administration of rent account software and record keeping is also key to achieving successful outcomes

## Key Responsibilities

* Ensure effective collection of rent and service charges through good communication with residents and management of accounts through tenancy/client management systems.
* Create new tenancies/Licenses on the tenancy management systems through inputting information contained in sign-up documents and supply reports where required.
* Control the recovery of current arrears through face to face contact, telephone conversations & correspondence in line with Policy & Procedures.
* Keep good contemporaneous records of contacts with residents and 3rd parties.
* Ensure residents are encouraged to, and have access to payment methods to, pay rent at early stage after sign-ups.
* Advise residents of any outstanding balances, payments required and negotiate payment agreements.
* Provide welfare and benefit information to assist residents with a view to maximising resident income.
* Advise residents or their representatives of the arrears process and consequences of not paying addressing their arrears.
* Liaise with residents, their support networks & providers and where necessary refer them to support providers.
* Work in partnership with a variety of internal and external agencies including Housing Benefit, Department of Work and Pensions, Citizens Advice Bureau, Police, support agencies, advocate services, Social Services etc.
* Prepare and serve notices for rent arrears on a variety of tenure.
* Prepare reports for approval of Tenancy Services Manager.
* Refer cases requiring legal action to Legal Services and assist them in the preparation and representation of possession cases.
* Liaise with County Court Bailiffs and attend evictions.
* Help deliver team objectives and meet individual targets and positively contribute to improvement activities and projects.
* Ensure up-to-date and accurate information is maintained on all IT systems including Northgate & Locata.
* Keep abreast of all relevant Council policies including Lone Working Policy, Cash Handling Policies etc.
* Maintain high level of customer care and professional behaviour always.
* Respond directly to the enquiries of elected members and senior managers on issues relating to income recovery.
* Assist the Intensive Housing Management Team in undertaking other duties when required.

## Specific Qualifications and Experience

* Minimum of 4 GCSEs at Grade C or above or equivalent, including Maths and English

## Personal Qualities & Attributes

* Experience of office work
* Experience of working with customers
* A Housing background would be desirable
* Customer focused
* Can work to deadlines
* Be flexible to respond to changing workload
* Enjoys working with figures
* ICT literate – Microsoft (or similar)
* Some knowledge of databases particularly Housing Management systems (or similar)
* Knowledge of the processes involved in the recovery of unpaid **(is there a word missing here?)**
* Team player
* Positive and energetic
* Willing to undertake further training

## Job Requirements

* A full driving licence is essential

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.