**Job Description**

**Income Officer**

 **Role Profile**

**Service/Team** BCP Homes

**Reports to** Senior Income Officer  **Number of posts**

**Post number**

**Career Grade** BCP Band H

**My job improves the quality of life for the people of Bournemouth, Christchurch & Poole Council by…**

Helping to provide safe, secure and sustainable homes for council tenants thereby enabling opportunities for people to live well. provide a comprehensive rent recovery service to tenants.

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**Job Overview**

To be responsible for maximising income through the effective recovery of rent arrears and provide a proactive and efficient service. This will primarily include the management of arrears cases, providing rent and arrears advice and liaising with tenants regarding the implications of welfare reform. Attending court and working with external agencies.

**Key responsibilities**

* To pursue rent arrears in line with BCP Council’s Rent Arrears Policy and Procedure
* To control the recovery of current rent arrears through correspondence, home visits, telephone calls and face to face interviews in order to make repayment arrangements.
* To prepare and serve notices in order to initiate legal action against tenants for non-payment of rent.
* To prepare Court papers ensuring compliance with the Rent Arrears Pre-action Protocol
* To represent BCP Council at County Court in rent arrears possession cases and applications to suspend warrants.
* To prepare reports for approval for the application of a Warrant for Possession.
* To notify the CMHT on all cases where an application is made for a Warrant of Possession in accordance with the Joint Protocol with CMHT. To manage the case as appropriate in relation to the relevant mental health issue.
* To liaise with the County Court Bailiffs and to attend evictions.
* To give accurate advice and information to customers, keeping up-to-date with policy and procedures and best practice in own area of responsibility

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| * Provide welfare benefits information and assistance to tenants with a view to maximising tenant’s income.
* Provide information on debt advice and assistance to tenants with a view to reducing rent arrears and other debt problems.
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* To work in partnership with internal and external agencies including the Housing Benefit department, Citizens Advice Bureau, Police, Shelter, Residents groups and other appropriate agencies
* To help develop and deliver team plans and individual targets and positively contribute to improvement activity and projects providing information where necessary.
* To ensure up-to-date and accurate information is maintained on all IT and other information systems.
* Maintain high levels of customer care at all times
* To be able to identify fraudulent Housing Benefit claims and act appropriately.
* To respond directly to the enquiries of elected members and senior managers on issues relating to income recovery.
* To assist the BCP Homes Team in undertaking other duties when required.
* Any other duties as prescribed by the Head of BCP Homes.

**Specific Qualifications and Experience**

* Level 4 diploma in a relevant subject or be able to demonstrate equivalent knowledge, skills, and proven experience in income management.
* Good working knowledge of the processes, procedures and policies relating to income management.
* Experience of managing a complex caseload and working on own initiative within defined parameters to achieve suitable outcomes.
* Experience of enforcement and legal proceedings to deal with rent recovery including attendance at court.
* Experience of working with colleagues, external partners, other public sector agencies and the voluntary sector to resolve cases.
* Experience of working with tenants to obtain their co-operation to resolve rent arrears.

## Personal Qualities & Attributes

* Able to build and maintain positive working relationships with tenants, colleagues and external agencies.
* Ability to apply tact, diplomacy and awareness.
* Good verbal and written communication skills.
* Commitment to providing high levels of customer care.
* Keen to acquire new skills and knowledge.
* Ability to exercise judgment, sensitivity and discretion to manage cases.
* Ability to persuade and influence individuals to gain their co-operation and compliance, including using tact and professionalism to diffuse confrontational situations.

**Job requirements**

* Must have an appropriate DBS check.
* Must be able to travel, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car.
* There may be a requirement to work outside of normal hours.