

Job Description

Senior Income Officer

Job Overview

To manage, support and develop a team focused on the collection of rent and other charges within the Housing Revenue Account. To ensure emphasis is on prevention of arrears and avoidance of debt to help residents remain in their homes. Where required ensure that legal action is taken to recover and prevent arrears in accordance with policy and legislation. To take a proactive and innovative approach towards income maximisation.

Key responsibilities

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.

- Manage and co-ordinate the work of Income Officers, Income Accounting Officers and others involved in the maximisation of rent collection and other charges and that appropriate action is taken to deal with arrears and ensure that strategic objectives are adhered to.
- Lead and support Income Officers through coaching, training and development, providing advice and guidance on cases and acting as a point of escalation with tenants and other stakeholders.
- Review cases prior to the commencement of legal action to ensure that all policies and procedures have been followed by Income Officers including the pre-court action protocol, legal and regulatory requirements.
- To attend court when required to support Income Officers with legal action to recover possession of properties where rent is unpaid.
- Support the financial year end process to ensure that rents and other charges to residents are accurate and comply with regulatory requirements.
- Undertake performance monitoring to ensure that procedures and service standards are being followed while maintaining high levels of income collection.
- Resolve complex or contentious issues where there are a range of options and information is unclear and conflicting.
- Contribute to the development and implementation of policies, procedures and the Housing Revenue Account Delivery Plan to support an efficient and effective income collection service and identify and manage small projects that lead to improvements.
- Ensure that customer feedback is sought and used to analyse performance and shape the strategic direction of the service by recommending and implementing changes to drive service improvements.
- Present information to resident panels, committees and groups working with them to improve services.
- Attend and present information to the BCP Homes Advisory Board where required including in the absence of the service manager.
- Analyse performance data and produce reports relating to income collection to help identify performance issues to support strategic service planning and development.

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

- Work in partnership with internal and external stakeholders, including other agencies and partners, to share information and enable effective collaboration to inform the strategic direction of the service in increasing rent collection and supporting tenants to maintain their tenancies.

Specific Qualifications and Experience

- Degree in a relevant subject or be able to demonstrate equivalent knowledge, skills, and proven experience in income management.
- A relevant professional qualification (or equivalent experience) in housing and evidence of continuous professional development that demonstrates understanding of best practice.
- A relevant qualification (or equivalent experience) in managing a team, including performance management.
- Authoritative knowledge of the work practices, processes, procedures, and policies relating to income management, including the legal and regulatory requirements and the risks of non-compliance.
- Knowledge of all relevant legislation, statutory guidance, national codes, and standards.
- Experience of analysing data and interpreting feedback from residents to identify and implement process improvements and inform service design.
- Experience of working with external partners including community leaders, public sector agencies and the voluntary sector to identify, recommend and develop improvements to the efficiency and continuity of the service.
- Experience of managing a complex caseload which may include support for the team, complaints and resolving significant operational issues with internal and external stakeholders.
- Experience of handling and investigating formal complaints and responding to escalated customer issues.

Personal Qualities & Attributes

- Able to build and maintain positive working relationships with customers, colleagues and external agencies.
- Ability to provide advice and guidance to colleagues based on professional knowledge and experience.
- Good verbal and written communication skills.
- Ability to understand and explain complex legislation clearly and communicate matters relating to housing legislation to a varied audience.
- Commitment to providing high levels of customer care.
- Keen to acquire new skills and knowledge.
- Able to manage a large complex workload and remain calm under pressure.
- Ability to exercise judgment, sensitivity and discretion to develop and manage stakeholder relationships and assigned cases.
- Ability to negotiate, influence, resolve conflict and deal with contentious issues appropriately and effectively to achieve required outcomes.
- Ability to analyse and interpret data and use this to plan and deliver required outcomes and improvements.

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.
- Some work outside of normal working hours may be required.

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