

JOB DESCRIPTION

JOB TITLE:	Rent & Income Officer
RESPONSIBLE TO:	Rents and Income Co-ordinator
RESPONSIBLE FOR:	N/A
DEPARTEMENT/ SECTION:	Rents and Income, Customers and Communities
SALARY (£):	G7

MAIN PURPOSE OF THE JOB

- To deliver the Rents and Income service, ensuring the successful delivery of services to customers.
- To deliver an effective income management service which maximises the income due to and collected by the Association through the close monitoring of payments, effective communication within the income management team, the provision of advice and support to customers and by following Adra policy and procedures.
- To liaise with the Income Management Co-ordinators to pass on the management of complex or high-level debt cases across the managed area.
- To ensure that rent arrears on rent, and other charges are minimised, liaising with the Co-ordinator for those cases in default following a county court order or with specific complexity.
- To manage cases in a way which ensures that the income to Adra is maximised and tenants supported and assisted to meet their obligations. This includes rents and other changes due to tenancies, shops, garages and other miscellaneous properties for which income is due.
- To provide benefits advice at an early stage in the arrears process to give tenants an opportunity to manage their finances and sustain their tenancy.
- To undertake the necessary pre-tenancy work to ensure sustainable tenancies are created and maintained within Adra.

KEY RESPONSIBILITIES

General

- Contribute to the 'one team' approach throughout Adra, providing a consistent service to tenants and assistance to colleagues throughout the organisation as required.
- Adhere to Adra policies and procedures and contribute to delivering service plans and objectives as required.

Service Delivery

- To ensure the excellent provision of services to tenants and other service users, delivering aspirational customer satisfaction.
- Ensure that performance targets are met relating to the allocated area of work.
- To ensure effective communication and working relationships with colleagues across Adra services, and external agencies/ organisations.

Business Development

- To contribute to the delivery of change initiatives within the allocated service area.
- Be involved in undertaking effective consultation with tenants and other relevant stakeholders.
- To communicate effectively with customers, staff and other appropriate stakeholders.

Performance and Quality

- To ensure that relevant targets, key performance indicators and service standards relating to the allocated service are met.
- Adhere to Health, Safety, Quality and Environment policies and practices.
- To provide accurate statistical and appropriate information as required and within set timescales

Other

- To attend Tenant, Staff, Board or external meetings with other stakeholders as required.
- To make effective use of Information Technology within the service.
- To adhere to Adra policies and procedures at all times.
- To carry out other duties appropriate to this post as necessary or as requested.

No job description can cover every issue which may arise within the role at various times. In order to maintain an effective service, you may be required to undertake any other reasonable tasks, which is broadly consistent with those in this document as determined by your Director.

PERSON SPECIFICATION

Criteria	Essential	Desirable	Method of Assessment
Education & Qualification	Good standard of education (equivalent to 5 GCSEs Grade C or above)	Qualification in Housing Studies Evidence of continuous professional development	Application Form and Certificates
Relevant Experience	Experience of working within a customer facing organisation Experience of delivering services to customers Able to identify, assess and resolve problems innovatively and quickly		Application Form and Interview
Job related Knowledge		Knowledge of collection of rent arrears Knowledge of current Housing Rents Legislation	Application Form and Interview
Job related Skills	Good written & verbal communication skills. Ability to communicate effectively with customers, staff and managers. Good organisational, administration and IT skills. Able to demonstrate a positive attitude to change. Self-motivated, positive, able to work under pressure and confident in decision making	Ability to contribute confidently to group discussions. Excellent interpersonal skills.	Application Form and Interview
Other	Willingness to work outside of normal office hours when required. Committed to continuous improvement. In possession of a full UK driving licence.	Knowledge of Health, Safety, Quality and Environment Standards and regulations. Ability to deal with diversity amongst customers and meet their needs effectively.	Application Form and Interview
Language	Fluent in spoken and written Welsh language		Application Form and Interview