

Post:	Rent Income Officer
Delegated Authority	Level 7
Team:	Housing Services
Responsible to:	Housing Services Team Manager
Responsible for:	Central Rent Collection

Job Purpose

- Working as part of the Housing Services team, to support the implementation of the organisation's Central Rent Collection policy.
- Working alongside the Neighbourhood Housing Officer, Maintenance Officer and local supported housing service staff delivering high quality intensive tenancy management services to tenants living in SHP's accommodation.
- Ensuring the effective collection of rent and charges, in line with the new central process, and utilising new recording systems.
- Supporting the annual rent and service charge setting process
- Providing high quality advice and guidance to clients and support staff around the re-payment of arrears.
- Taking cases to court where other options have been exhausted.

Key Accountabilities

Rent payment and arrears management

1.0 Produce clear arrears letter generation for all SHP clients/tenants

- 1.1 Production on a weekly basis of arrears letters in relation to all clients with escalating arrears of rent, in line with Project policy.
- 1.2 Maintenance of records in relation to all actions taken to ensure a good history of arrears management is in place and accessible to the support staff responsible for following up actions with the clients.
- 1.3 Liaisons with the neighbourhood Officer in relation to unsupported accommodation to ensure letters are followed up with direct contact.
- 1.4 Being available to receive calls from support team staff and residents in relation to both letters received and balance enquiries.
- 1.5 Undertaking account investigations where queries are raised or payments appear to be missing.

2.0 Legal Action

- 2.1 Where rent arrears are escalating and in line with Project Policy, issuing the appropriate legal notices.
- 2.2 Working with support staff to ensure that detailed proportionality checks are undertaken and that the contact with the client is in line with the rent collection policy.
- 2.3 Under the direction of the Team Manager, submitting legal paperwork for possession proceedings and eviction requests.
- 2.4 Under the direction of the Team Manager, you may also be asked to prepare non arrears related tenancy breach legal cases.
- 2.5 Representing the organisation in all court proceedings for possession hearing, stays of warrants; this will be for DIY possession cases and with legal representation.

3.0 Former tenant arrears

- 3.1 Pursuing former tenant arrears and in line with Project policy, pursuing cases through to referral to collection agency.
- 3.2 Where authorised, preparing cases for write off to Finance Sub Committee

4.0 Service Charge setting and annual rent review

- 4.1 Working alongside colleagues to assist the setting of annual service charges, providing information as requested around required changes to services.
- 4.2 Supporting the administrative processes of setting the new charges and ensuring that tenants receive their notification in the correct format, on time and are provided with a proper explanation of any changes. Attending consultation meetings or responding to enquires as required.
- 4.3 Ensuring the accuracy of the Pyramid rent account in relation to changes to charges and where necessary preparing adjustments.
- 4.4 Regular liaison with Finance team to ensure accurate account balances.
- 4.5 Generation and circulation of quarterly rent statements, checking statements for accuracy prior to sending.

5.0 Liaison and support

- 5.1 Operating rent surgeries at supported housing sites on a rota basis.
- 5.2 Providing support with Pyramid Online implementation for service staff.

6.0 Maximising Income

6.1 Maintaining an overview of payments, ensuring that:

Housing benefit schedules are received and accurate, and are copied to the relevant support teams

Social Service payments are up to date and being appropriately invoiced or monitored

DWP rent direct payments are being received and credited to the accounts to an agreed schedule and that the client is notified of any problems, or that the balance has been cleared

Checking over payment requests and authorising repayment in a timely fashion

Keeping a log of blameless recovery cases and monitoring to ensure accounts are appropriately adjusted to compensate

7.0 Safeguarding Children and Vulnerable Adults

7.1 Ensuring that staff are committed to safeguarding children and vulnerable adults in line with SHP policy and procedure.

7.2 Ensuring that staff fulfil their duties in protecting colleagues and clients from any form of harm when they are vulnerable, in line with SHP policies and procedures.

8.0 Health and safety

8.1 Ensuring that SHP Health and Safety procedures are adhered to at all times, including Personal Safety Risk Assessment and procedures, in addition to reporting of all incidents and near misses.

8.2 Ensuring that any mandatory Health and Safety training is kept in date.

9.0 Information Security and Data Protection

9.1 Complying with and ensuring that staff comply with the organisational requirements to protect personal and confidential information and to support the management of risk regarding information security breaches.

Technical and Professional Know-How required for Effective Performance

Organisational requirement:

Ability to work outside of office hours on occasion.

1. The ability to understand and operate within the legal and regulatory framework in which tenancies are managed.
2. Experience of managing complex and difficult situations, achieving resolution and customer satisfaction.
3. The ability to maintain good customer relations, work with clients who may lack capacity, be in distress or be difficult to engage in conversations about their rent or income.
4. Good team working skills, the ability to collaborate effectively on shared tasks and provide advice and guidance to others.
5. Numerate, with the ability to undertake at times complex figure work accurately.
6. IT literate, with the ability to competently use Pyramid, Inform, Microsoft Word, Excel, and Outlook packages.
7. An understanding of the issues faced by vulnerable people experiencing homelessness.

Competencies Required For Effective Performance:

Competency	What this looks like in practice	Level
<p>Analytical Thinking</p> <p>(The ability to give proper consideration to problems and to come up with good solutions.)</p>	<p>Gathers the required information to solve problems</p> <ul style="list-style-type: none"> ▪ Steps back from the problem and thinks about what information is required. ▪ Collects the information required to solve the problem. ▪ Draws upon and learns from previous experiences of self and others. ▪ Organises the information in a logical way. 	1
	<p>Sifts and analyses information</p> <ul style="list-style-type: none"> ▪ Processes information quickly and draws accurate conclusions. ▪ Breaks down problems into their parts, identifies cause and effect. ▪ Makes accurate deductions. ▪ Evaluates whether arguments or cases are complete or sound. ▪ Challenges incorrect information or discrepancies. ▪ Reflects on what they've done and learns from it. 	2
<p>Commitment and Drive</p> <p>(The ability to take the initiative and achieve targets and results)</p>	<p>Is conscientious and professional</p> <ul style="list-style-type: none"> ▪ Meets targets and deadlines. ▪ Does what they say they are going to do. ▪ Prepares properly for meetings and events. ▪ Complies with defined policies and procedures. ▪ Understands the need to evidence what we do. ▪ Completes paperwork and reports in line with standards. 	1
	<p>Is proactive and solution focused</p> <ul style="list-style-type: none"> ▪ Is enthusiastic and positive in what they do. ▪ Does things before they need to be told. ▪ Finds solutions for themselves. ▪ Knows when to make decisions and when to seek support from others ▪ Is flexible and adapts response according to the situation while working within SHP policies and procedures. 	2
	<p>Goes the extra mile</p> <ul style="list-style-type: none"> ▪ Willingly takes on extra tasks and/ or responsibilities outside of their current role. ▪ Looks for and enjoys new challenges and opportunities. ▪ Achieves results through their own motivation and drive. ▪ Starts and carries through new projects. 	3

	<ul style="list-style-type: none"> ▪ Consistently achieves high standards for themselves (and others). 	
<p>Efficiency and Effectiveness</p> <p>(The ability to plan and organise work so that deadlines, targets and standards are met)</p>	<p>Organises own work</p> <ul style="list-style-type: none"> ▪ Thinks ahead about what needs to be done. ▪ Sets clear priorities for work. ▪ Shows good attention to detail; checks work for accuracy. ▪ Keeps files and other paperwork up to date. ▪ Knows where to find things. ▪ Meets targets and deadlines. 	1
	<p>Consistently delivers work on time and to standards</p> <ul style="list-style-type: none"> ▪ Produces work quickly ▪ Meets quality standards. ▪ Plans work and projects, sets clear milestones. ▪ Monitors progress and takes action where performance deviates from plan. ▪ Juggles several tasks and projects at any one time without letting any drop. 	2
<p>Teamworking</p> <p>(The ability to work cooperatively and supportively with their own team and other teams across SHP)</p>	<p>Supports and considers others</p> <ul style="list-style-type: none"> ▪ Does their fair share. ▪ Is flexible and is prepared to help with things which are outside their own role ▪ Sees when others are struggling and offers help. ▪ Owns their decisions and does not pass the buck. ▪ Actively contributes to team meetings. ▪ Shares knowledge and ideas with colleagues. ▪ Actively supports other teams across SHP. ▪ Promotes SHP as an organisation inside and outside the organisation. 	1
	<p>Builds team spirit</p> <ul style="list-style-type: none"> ▪ Acts to promote cooperation in the team. ▪ Emphasises the strengths of the team and builds on them. ▪ Offers support and coaching when required. ▪ Proactively identifies and manages conflict within the team. ▪ Takes collective responsibility for team actions and decisions. ▪ Represents the team positively to others in SHP. 	2
	<p>Promotes teamwork across SHP</p> <ul style="list-style-type: none"> ▪ Actively encourages teams across SHP to share best practice and new ideas. ▪ Ensures that each team understands how they contribute to the organisation as a whole. ▪ Finds out what other departments are doing to see 	3

	<p>if they can learn from them or to share ideas.</p> <ul style="list-style-type: none"> ▪ Ensures that each service/area promotes SHP as a whole externally and internally. 	
<p>Effective communication</p> <p>(The ability to communicate with others in a cooperative and sensitive way.)</p>	<p>Communicates clearly</p> <ul style="list-style-type: none"> ▪ Can talk to different types of people effectively. ▪ Checks that they have been understood. ▪ Speaks to people in a respectful and courteous manner. ▪ Respects and takes into account cultural differences. ▪ Uses appropriate body language. ▪ Writes clearly and concisely. ▪ Uses appropriate methods of communication. 	1
	<p>Shows warmth and consideration to others</p> <ul style="list-style-type: none"> ▪ Is open and honest. ▪ Makes every effort to put people at their ease. ▪ Is a good listener; gives people time. ▪ Takes time to tune into what others are really thinking and feeling. ▪ Is very aware of their own emotions and feelings and how these impact on others. 	2
	<p>Influences people inside and outside the organisation</p> <ul style="list-style-type: none"> ▪ Speaks with enthusiasm and conviction. ▪ Networks effectively inside and outside of SHP. ▪ Adapts their style and approach to the needs of the audience. ▪ Presents information so that others understand and are engaged. ▪ Sells the benefits of their proposals to others. ▪ Finds win- win results for both parties in a negotiation. 	3
<p>Resilience</p> <p>(The ability to deal with situations with clients and colleagues with confidence.)</p>	<p>Is self aware</p> <ul style="list-style-type: none"> ▪ Takes time to reflect on actions and behaviours and learn from them. ▪ Admits when they make mistakes and learns from them. ▪ Has the confidence to review what works and does not work. ▪ Is aware of their own strengths and areas for development. ▪ Takes responsibility for their own learning. 	1
	<p>Is assertive and self confident</p> <ul style="list-style-type: none"> ▪ Presents self in a confident manner. ▪ Raises issues in a constructive way. ▪ Able to make clear decisions and act on them. 	2

	<ul style="list-style-type: none"> ▪ Remains calm and self controlled in challenging situations. ▪ Acts decisively and appropriately in a crisis. 	
<p>Putting the Customer First</p> <p>(The willingness and ability to deliver the best possible person centred service to our customers - customers may be service users, RSLs, statutory bodies, colleagues in other departments etc.)</p>	<p>Builds effective relationships with customers</p> <ul style="list-style-type: none"> ▪ Makes themselves available for the customer. ▪ Treats people with respect and courtesy. ▪ Explores with customers their specific needs ▪ Is very clear with boundaries – the customer’s and their own. ▪ Recognises that SHP exists to provide a service to our customers. 	1
	<p>Finds positive solutions to meet customer needs</p> <ul style="list-style-type: none"> ▪ Actively seeks and offers alternative ways of meeting customers needs. ▪ Is responsive to customer problems, and works with them to resolve problems promptly. ▪ Foresees problems rather than waiting for them to happen. ▪ Asks for feedback from customers about the service provided, and acts on it. ▪ Establishes effective working relationships with other agencies to meet customer needs. ▪ Knows when to refer on to other agencies. 	2
	<p>Takes actions to improve customer service</p> <ul style="list-style-type: none"> ▪ Asks for others’ ideas about how service can be improved. ▪ Looks for ways to make procedures and systems more customer-friendly. ▪ Involves customers in continuously improving the service. ▪ Collaborates with other agencies and organisations to promote joint working. ▪ Ensures that customer feedback effects real change across SHP. 	3
<p>Embracing Change and Innovation</p> <p>(The willingness and ability to adapt to changing circumstances and come up with new and innovative ideas.)</p>	<p>Responds positively to change</p> <ul style="list-style-type: none"> ▪ Sees the positive aspects of change. ▪ Is flexible and adapts easily to new requirements. ▪ Is willing to learn and to take on new skills. ▪ Offers constructive alternatives if they disagree with a change. 	1
	<p>Generates new ideas</p> <ul style="list-style-type: none"> ▪ Challenges the way that things are done now and proposes a better way. ▪ Comes up with creative solutions and ideas. ▪ Seeks new ways of working in partnerships. 	2

	<ul style="list-style-type: none"> ▪ Asks for others' ideas on how changes and new ideas can be implemented. ▪ Looks for new opportunities for promoting SHP. 	
	<p>Is entrepreneurial</p> <ul style="list-style-type: none"> ▪ Finds innovative solutions for improving the service. ▪ Look for many different ways of creating new business. ▪ Seizes opportunities to respond creatively to strategic external agendas. 	3