

Job Profile

Post;	Senior Housing Services and Income Officer
Delegated Authority:	Level 8
Team	Housing Services
Responsible to	Head of Property Services
Responsible for	N/A

Job Purpose

Under direction of the Housing Services and Income Manager, to support the function of the Housing Services & Income Team, through focused responsibilities, ensuring;

a) that SHP performs against management agreements, through timely and accurate performance reporting

b) manages legal actions accurately and to strict timeframes to ensure that risk and financial loss are minimised

c) Supports income collection, through detailed scrutiny of accounts, and approval of account adjustments, bad debts and management of a small case of complex rent accounts

b) that the team are provided with all benefit updates, and guidance to maximise income collection

Key accountabilities

1.0 Rent and Service charge income collection

- 1.1 Carry a small caseload of rent cases, ensuring that these are monitored, and correctly actioned at policy trigger points, also ensuring that correct guidance and support is provided to services to rectify issues and maximise recovery opportunities.
- 1.2 Scrutinise accounts for accuracy of charges and payments, ensuring any errors are raised and corrections are accurate and timely, and support the team with complex cases.

- 1.3 Create and maintain comprehensive and accurate records of communication and rent letters issued as part of holistic client support records (accessible and clear to enable support teams to act upon with clients)
- 1.4 In line with SHP Policy and Procedure, issue rent letters at all stated trigger stages for each case, liaising with service teams to ensure these are fully understood by clients, and necessary support/ action is taken, providing guidance to the team where needed.
- 1.5 Identify actions needed to correct accounts, activate or reactive benefit claims and effectively communicate this to service teams, monitoring progress of these, escalating where there are delays
- 1.6 Utilise external opportunities to support the management or de-escalation of arrears
 - 1.6.1 Research and provide current application criteria information for charities and funds available for clients
 - 1.6.2 Utilise housing benefit landlord portals, and train service teams in how to use them to ensure accurate and continued payments
 - 1.6.3 Be the lead on benefit regulations, especially their impact on eligibility, effect on payment of / deduction for charges, impact on direct payments to landlords, criteria and impact of sanctions
- 1.7 Scrutinise accounts to ensure correct payments are being received, and any duplicate or overlapping payments are investigated and addressed (with specific attention to social service and housing benefit), supporting the team with complex cases.
- 1.8 Issue quarterly rent statement to all current clients, and former clients who have outstanding balances in line with SHP Policy and Procedure
- 1.9 Work with service teams where accounts are in credit and require client refund in line with SHP Policies and Procedures
- 1.10 To lead on all former tenant arrears recovery, where services are decommissioned, or there is no allocated service manager
- 1.11 To facilitate monthly rent surgeries within the allocated service teams, providing structured, consistent support, keeping accurate records of actions and making these available to senior managers and staff.
- 1.12 To provide surgery cover for Housing Services & Income Officers, during periods of absence to ensure that service teams receives consistent support from the central team.

- 1.13 Ensure that requested rent adjustments are reviewed for accuracy, approved and submitted, and that they have been correctly applied to accounts.
- 1.14 Provide guidance to the Housing Services & Income team and service teams with relation to Former Tenant Arrears, Bad Debt Recovery & Write Off Procedure.
- 1.15 To review all submissions for bad debt write off, review for accuracy, and either approve as correct, or reject forms, providing details of why the request was rejected.
- 1.16 Maintain and update records for clients' accounts using ActiveH, utilising dashboards, and reports.
- 1.17 Maintain a record of, and oversee requests for housing benefit overpayments, to reduce the level of Blameless Tenant Recovery applied to clients, and ensure that recovery is sought where SHP have paid invoices.
- 1.18 Provide support to the team to ensure that appropriate case cover is provided during periods of leave to avoid delays in case progression, or action follow up.
- 1.19 Assist the Housing Services & Income Manager to deliver comprehensive training to staff teams to support their learning, competence and confidence is using ActiveH, understanding SHP Housing Management Procedures, and legislated housing management duties.

2.0 Provide advice and support to Housing Team and service teams, and lead on effective legal actions, including occupation and anti-social behaviour

- 2.1 Correctly identify rent arrears cases that require legal action, prepare cases, checking for accuracy, submit for internal approval, and where needed be the lead for legal cases, including liaison with providers and solicitors, including attendance at court if required.
- 2.2 Ensure that all legal actions are carried out within legislation, fairly, ensuring that proportionality assessments are carried out, and required evidence is available to support the case.
- 2.3 Liaise with Service Managers and Assistant Directors to ensure that any rent cases progressed for legal action also include any other tenancy related grounds which may be known to the services.
- 2.4 Provide guidance and support to service teams with preparation and process for eviction processes for Excluded Licence Agreements, including monitoring quality and accuracy of requests submitted.

2.5 Lead on legal cases that may result in a court hearing, including NTQ's, NOSP's and NRP's.

3.0 Monitoring information

3.1 Contributes and supports the Housing Services Manager to producing arrears monitoring information for Head of Property Services, the wider SMT and the Board, that tracks progress against Key Performance.

3.2 Assist with the collation and checking of performance data required by Registered Providers through quarterly and annual returns, and midyear audits.

3.3 Maintain arrears information to ensure that exception reporting can be provided against KPI reports where schemes or individual arrears cases sit outside organisational targets or standards

4.0 Semi Independent Accommodation

4.1 To directly oversee the provision of allocated semi-independent accommodation, and to provide cover support for colleagues during periods of absence

4.2 Ensure that service information is current and promoted as a move on option to accommodation services and / or Clearing House, with clear referral criteria and pathways

4.3 Carry out client assessments, where needed with partners to ensure appropriate offers are made, and progress to reduce delays in readiness to take up tenures

4.4 Carry out sign up process with new clients, ensuing issuance of correct tenure agreement and statutory required documents, and ensuing housing benefit claims are made where needed

4.5 Support clients at tenure start and end to set up and end client managed provisions such as utilities, council tax and any other required provisions

4.6 Provide robust tenancy support for clients to support them to maintain their accommodation, including making timely referrals for additional support where needed, and review appropriateness of accommodation if needed

4.7 Work with clients to plan and effect positive move on within service timescales, assisting clients to resource move on (for example access to rent deposit, bidding, or furniture grants), and where needed facilitating viewings

- 4.8 Carry out and review client risk assessments for all clients, and maintain accurate assessment and contact records on INFORM
- 4.9 Monitor quality and condition of buildings, reporting repairs through SHP maintenance team, and facilitating contractors where needed
- 4.10 Reduce lost income through void properties. Carry out comprehensive void inspections within SHP procedures, and work with SHP voids team, seek and process referral to achieve re-let within target timescale
- 4.11 Carry out all mandatory health and safety inspections and risk assessments, including facilitating Registered Provider inspections
- 4.12 To investigate any reports of anti-social behaviour, liaising with partners where needed to take appropriate action in addressing identified issues, maintaining detailed case notes on INFORM, and progression to formal stages as mentioned above.
- 4.13 Keeping up to date with the work of internal SHP teams, and ensuring that semi-independent clients have equal access to strategic initiatives such as PIE, Opportunities programme and client involvement

5.0 Client satisfaction and consultation

- 5.1 Put Ensure that client complaints, compliments, suggestions and feedback are recorded, feedback to the Housing Services Manager, and acted upon in a timely manner as per SHP procedure.

6.0 Relationship management and communication

- 6.1 Develop and maintain positive relationships with internal partners including accommodation service teams and managers,
- 6.2 Develop effective relationships with Registered providers, and attend liaison meetings where required, including deputising at meetings in the absence of the Housing Services Manager
- 6.3 Maintain relationship with colleagues, and attend departmental meetings as required
- 6.4 Develop and maintain partnerships with external services to enable effective delivery of all elements of the role.
- 6.5 To take personal responsibility for a professional approach that enhances the reputation of the service both internally and externally and meets the organisational code of conduct.

8.0 Health and safety

- 8.1 Liaising with the Health and Safety Co-Ordinator, and through the Housing Officer, ensure the health and safety requirements for the semi independent stock are met.
- 8.2 Ensure that all duties and responsibilities are carried out in compliance with the Health and Safety at Work Act 1974, Statutory Regulations and Organisational Policies and Procedures.
- 8.3 Ensure that staff are aware of their responsibilities under SHP Health and safety policies and have completed the required training.
- 8.4 Ensure that all RP risk assessment and property inspections are recorded on INFORM, and all non conformities are addressed and recorded within specified timescale.

9.0 Organisational Resources for Housing management

- 9.1 Maintain an external view of Welfare Benefit Policy changes affecting client entitlement or presents income collection to SHP, and inform Housing Services Manager.

10 Data Requirements and Client records

- 10.1 To comply with and ensure that staff comply with the organisational requirements to protect personal and confidential information and with the internal procedures to support the management of risks regarding information security breaches.

11 Risk Management

- 11.1 To understand and ensure that staff understand that management of risk associated with poor rent collection, that it is the responsibility of everyone, and works in a progressive, honest and open environment to achieve the best results.

12. Safeguarding Children and Adults

- 12.1 To be able and committed to and ensure that staff are able and committed to safeguarding children and vulnerable adults in line with SHP policies, and to ensure that comprehensive records keeping of such concerns and referrals

Technical and Professional Know-How required for Effective Performance

- Proven experience of effective rent collection performance, ideally within a complex case load, with ability to recognise and taken corrective actions for self and others where performance is lower than target.
- Proven ability to manage and prioritise a busy workload, working to meet deadlines and performance targets
- Proven understanding and application of legislative framework relating to housing management and welfare benefit system.
- Experience of strong partnership working, and understanding of Management Agreement arrangements with Registered Providers
- Experience of providing tenancy sustainment / housing management provision, including an understanding of effective assessment of needs and risk associated with SHP clients within a semi-independent accommodation, and experience of making appropriate external referrals
- Ability to effectively provide a senior support role within a team, ideally with experience of coaching or training support to achieve team objectives

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 considers 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"> ▪ Meet targets and deadlines. ▪ Do 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. ▪ Do things before they need to be told. ▪ Find 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 take on extra tasks and/ or responsibilities outside of their current role. ▪ Look for and enjoy new challenges and opportunities. 	3

	<ul style="list-style-type: none"> ▪ Achieve results through their own motivation and drive. ▪ Starts and carries through new projects. ▪ Consistently achieve 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 if they can learn from them or to share ideas. ▪ Ensures that each service/area promotes SHP as a whole externally and internally. 	3
<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. 	1

	<ul style="list-style-type: none"> • Is aware of their own strengths and areas for development. • Takes responsibility for their own learning. 	
	<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. • Remains calm and self controlled in challenging situations. • Acts decisively and appropriately in a crisis. 	2
<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 customers 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 affects real change across SHP. 	3
Embracing Change	<p>Responds positively to change</p> <ul style="list-style-type: none"> ▪ Sees the positive aspects of change. 	1

<p>and Innovation</p> <p>(The willingness and ability to adapt to changing circumstances and come up with new and innovative ideas.)</p>	<ul style="list-style-type: none"> ▪ 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. 	
	<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. ▪ Asks for others ideas on how changes and new ideas can be implemented. ▪ Looks for new opportunities for promoting SHP. 	<p>2</p>