

ROLE PROFILE

JOB TITLE: Income Recovery Assistant

REPORTING TO: Income Co-ordinator

TEAM: ForHousing Income Maximisation

JOB OVERVIEW

Our vision is 'Improved Lives'. We want communities to thrive and believe that all tenants are entitled to high quality homes, safe and sustainable neighbourhood environments, increased life chances and opportunities in relation to health, education and employment

To deliver a high quality income maximisation service to tenants, including taking recovery action, negotiating repayments and offering advice and assistance

ABOUT THE ROLE



**FUTURE
FOCUSED**



**WORK
TOGETHER**



**ACT
WITH CARE**



**MAKE A
DIFFERENCE**

We have big plans driven by our priorities and underpinned by our values and principles. We don't focus simply on what we do – how we do it is equally important. It's the way we work.

Your main responsibilities will include:

- To provide an effective, customer focussed rent and other customer debt collection service to customers using creative and wide-ranging methods of making contact.
- To liaise effectively with the Housing Benefit Department, Department of Work and Pensions and make effective use of all information that is available to reduce debt.
- To assist income officers in ensuring customers are supported to repay debt in an affordable, sustainable and reasonable manner.
- To provide information to the court officer as required.
- To ensure tenants are supported to repay any debt owed by negotiating payment in full or by

agreements to pay in instalments that are affordable, sustainable and reasonable.

- To make appropriate referrals to specialist welfare rights and debt advice agencies where appropriate and liaise with these agencies accordingly; seeking guidance and support when necessary.
- To liaise and work effectively with other partner organisations and internal departments as required
- To provide administrative support within the team as required including administering the postal service.
- To raise invoices in relation to rechargeable repairs and licenced properties.
- To liaise and work effectively with other partner organisations and internal departments as required to carry out the duties of the post.
- To take a full and active role in the implementation of your own personal development and to participate in the training and development of colleagues.

WHAT WE ALL NEED TO DO

- To help us achieve our purpose of improving lives, we all live by our four main values: passion, openness, respect and trust.
- We support the organisation to make sure we continue to maintain and even exceed expectations, work to high performance and compliance standards and demonstrate value for money.
- Everyone adheres to data protection regulations ensuring that confidentiality is maintained around access to commercially sensitive or personal information in line with our policies and procedures.
- We thrive in an inclusive environment, where everyone is valued.
- Compliance on all aspects of health, safety and welfare for all staff and customers is paramount to how we work together.
- Everyone undertakes personal development activities which will support you in your job and help you continually innovate and reach your full potential.
- From time to time you may need to undertake other tasks commensurate with your role.

PERSON SPECIFICATION

Person Specification:

Assessment Key: AF = Application Form I = Interview T = Test/Assessment QC = Qualification Certificate

AREA	REQUIREMENT (All criteria are essential unless defined as desirable)	ASSESSED BY:
Qualifications and Training	<ul style="list-style-type: none"> Evidence of education to at least GCSE level or equivalent in Maths and English Good written and verbal communications and numeracy skills 	AF/QC AF/I AF/I AF/I
Experience, knowledge, skills and qualities	<ul style="list-style-type: none"> Experience of working within a customer focussed environment Evidence of customer focus behaviours. An understanding of current social housing issues including welfare reform (Desirable). Demonstrate IT skills Experience of working in a performance culture. Experience of working to key organisational objectives Experience of working both alone and within a team. Experience of working in social housing in a rent / debt collection environment (desirable) 	AF/I AF/I AF/I AF/T AF/I AF/I/T AF/I/T AF
Skills and abilities	<ul style="list-style-type: none"> Ability to prioritise and organise Ability to show initiative and problem solving skills An understanding of equal opportunities issues in relation to housing Able to work cooperatively as part of a team 	AF/I AF/I AF/I/T I
Personal qualities	<ul style="list-style-type: none"> Display self-motivation, drive and enthusiasm. Display ability to deliver quality outcome across a range of tasks. Ability to attend meetings and show a flexible approach to work. Ability to attend meetings and show a flexible approach to work 	AF/I AF/I/T AF/QC AF/I
Other		

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