



# ROLE PROFILE

**JOB TITLE:** Income Recovery Assistant

**REPORTING TO:** Income Coordinator

**TEAM:** Income Maximisation

## JOB OVERVIEW

Our vision is to positively impact the lives of our social housing tenants. 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 FORHOUSING AND THIS ROLE



**Respect**



**Trust**



**Openness**



**Passion**

With tenants at the core of everything we do our values shine through and drive our behaviour.

## ABOUT FORHOUSING

Everything we do aims to positively impact the lives of our social housing tenants and deliver on what matters to them and their communities.

By listening to tenants and keeping them at the heart of all we do, we provide safe, well maintained, sustainable homes and deliver customer focused, equitable and efficient services. And we always want to do better.

Through our tenant focused, inclusive and agile culture, ForHousing is a place where everyone can thrive and be themselves.

## ABOUT THE ROLE



# MAKE A DIFFERENCE



You'll work to positively impact tenants and their communities by:

- Providing an effective, customer focussed rent and other customer debt collection service to customers using creative and wide-ranging methods of making contact.
- Liaising effectively with the Housing Benefit Department, Department of Work and Pensions and making effective use of all information that is available to reduce debt.
- Assisting income officers in ensuring customers are supported to repay debt in an affordable, sustainable and reasonable manner.
- Providing information to the court officer as required.
- Ensuring 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.
- Making appropriate referrals to specialist welfare rights and debt advice agencies where appropriate and liaise with these agencies accordingly, seeking guidance and support when necessary.
- Liaising and working effectively with other partner organisations and internal departments as required
- Providing administrative support within the team as required including administering the postal service.
- Raising invoices in relation to rechargeable repairs and licenced properties.
- Liaising and working effectively with other partner organisations and internal departments as required to carry out the duties of the post.
- Taking a full and active role in the implementation of your own personal development and participating in the training and development of colleagues.

## WHAT WE ALL NEED TO DO

- Things can change so we may ask you to carry out other duties to make sure we continue to meet organisation and people needs. We'll consult you first and always make sure any different duties are in line with your post and salary
- Our strategic Outcomes are the things we aim to deliver together through our strategies. You will play an important part in what we will achieve. We encourage you to find new or improved ways of working to help make good things happen every day
- You'll help make sure we continue to maintain and even exceed expectations, performance, and compliance standards. At the same time you'll seek best value for money in every part of the job
- If you access commercially sensitive or personal information that may be covered by the Data Protection Act you must maintain confidentiality in line with our policies and procedures. Let your manager know if you aren't clear about anything

MAKE AN IMPACT

[forhousing.co.uk](http://forhousing.co.uk)

ForHousing



- We thrive in an inclusive environment, where everyone is valued. You'll need to familiarise yourself with our equity, diversity and inclusion policies, to help make sure we deliver a person focused service
- Compliance on all aspects of health, safety and welfare for all staff and customers is paramount to how we work together.
- You'll need to carry out any 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:

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

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

