



ROLE PROFILE

JOB TITLE: Income Coordinator
REPORTING TO: Welfare Reform Manager
TEAM: Housing Managed Contract (Housing)

JOB OVERVIEW

To support the delivery of a high-quality income management service to tenants, including taking recovery action, negotiating repayments, and offering advice and assistance. To ensure that the organisation maximises its income from:

- Rents and service charges.
- Leaseholders and service charges.
- Rechargeable repairs.
- Sundry debts.
- Former tenant debts.

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, tenant focussed rent and other tenant debt collection service to tenants using creative and wide-ranging methods of making contact.
- Liaising effectively with the Housing Benefit Department and Department of Work and Pensions, making effective use of all information that is available to reduce debt and maximise income.
- Assisting income officers in ensuring tenants are supported to repay debt in an affordable, sustainable and reasonable manner. Providing sufficient information as required to the Income Officers and Management Team.
- Liaising and working effectively with other partner organisations and internal departments as required to carry out the duties of the post.
- Playing a major role in ensuring that the team achieves the performance management framework income targets and delivers an excellent service to tenants.
- Taking a full and active role in the implementation of your own personal development and participating in the training and development of colleagues.
- Seeking immediate resolutions to issues presented by tenants and ensuring that such immediate resolutions are accurately recorded in a timely fashion.
- Contributing to the development of service policies and procedures and implementation of service improvement plans.
- Maintaining a comprehensive knowledge of legislation, policy, good practice and understanding of Welfare Reform.

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

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ForHousing 

MAKE A DIFFERENCE



- 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 (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
Experience, knowledge, skills and qualities	<ul style="list-style-type: none"> • Experience of working within a busy tenant focussed environment • Demonstrate strong IT skills • Proven experience dealing with public and outside agencies/partners • Proven experience of working to performance targets • Experience of working in a rent collection, debt or income management environment and leasehold and service charges collection (Desirable) • Demonstrate a basic understanding of current social housing issues including welfare reform (Desirable) 	AF/I AF/I AF/I AF/I AF/I AF/I
Skills and abilities	<ul style="list-style-type: none"> • Ability to prioritise and organise own workload • Ability to establish effective and productive relationships • Ability to show initiative and problem solving skills and use own initiative to deliver excellence • Ability to work both alone and within a team 	AF/I AF/I AF/I AF/I
Personal qualities	<ul style="list-style-type: none"> • Ability to attend meetings and show a flexible approach to work 	AF/I

