

Job Description

JOB TITLE: Income Collections Officer
RESPONSIBLE TO: Area Income Manager

ROLE PURPOSE:

Working with Income colleagues and under the direction of the Area Income Manager you will play a key role in providing an effective income management service for Town and Country Housing. Your purpose will be to:

- Provide a comprehensive customer focused Income Management service.
- Support the Area Income Manager, Income Managers and Income Officers in providing services to tenants. To ensure records are well managed and maintained ensuring high levels of customer satisfaction with Income Services.
- Represent TCH, liaising with residents and partner agencies.
- Manage rent accounts in accordance with the policies and procedures of TCH, including covering the work of absent Income Managers and Income Officers as required.
- Work with internal teams and external agencies to ensure effective communication around collection, support and enforcement of payments due, ensuring appropriate engagement with Tenancy and Money Support to provide support as a preventative tool.

ABOUT YOU:

You will be:

- Committed to delivering excellent results and customer service with a positive, flexible approach.
- An organised, hardworking team player with a “can-do” attitude.
- Willing to learn task prioritisation in a fast-paced setting.
- Passionate about learning and achieving great results for all customers.
- A strong communicator who takes ownership of issues and seeks timely solutions.

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You will have:

- Level 2 qualifications, including Maths and English (equivalent to 5 GCSEs).
- Strong communication skills and proficiency in MS Office and Outlook.
- High attention to detail with a problem-solving approach.
- Ability to work flexibly, under pressure, and meet tight deadlines.
- Understanding of GDPR requirements and commitment to confidentiality.

KEY OBJECTIVES:

- Use a range of IT and management systems effectively and maintain the housing management computer systems, ensuring that all arrears' actions and contact with customers are recorded accurately and appropriately.
- Scanning, e-filing & maintaining up-to-date, clear records in relation to all duties including computer records.
- Manage a portfolio of cases which will include (but not limited to) former tenant arrears, former tenant credit cases and non-rent debts.
- Regularly monitor accounts, initiating appropriate action where necessary and applying a consistent approach to arrears management by complying with the arrears policy and procedure.
- Input changes to Housing Benefit & Universal Credit Housing Element entitlements on tenants' rent accounts.
- Assist with checking amendments to direct debit mandates ahead of the annual rent reviews.
- Dealing with routine enquires in respect of rent and arrears, ensuring that electronic file notes are completed and passed on to the relevant Income Managers or other teams as appropriate.
- Set up & record repayment agreements with current & former tenants.

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- Issue refunds, collect debts promptly, support the successful ending of tenancies and recommend debt and credit write offs as required.
- Identify cases that require legal action in accordance with policy and procedures and assist in applying for and enforcing money judgements.
- Subject to training, provide cover for absences & vacancies arising within the Income Manager and Officer posts.
- Understand and appreciate the wider context for the work of the department/team and liaise with other departments/teams to ensure that the businesses objectives are optimised.

GENERAL

- To adhere to the equal opportunities policy and to actively promote equality of opportunity wherever possible.
- Recognise, respect, and promote the different roles and diversity of the individuals within the business.
- To actively contribute towards key performance indicators and professional standards.
- Work in accordance with the General Data Protection Regulations (GDPR) and Data Protection Law and be responsible for the integrity of personal information you process. This may include identifying anomalies in data and investigating and correcting them where appropriate. Ensure you attend training on data protection regularly.
- To be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work Act (1974) and relevant EC directives.
- To take responsibility for your own development and professionalism, ensuring that you keep up to date with new developments and continuously expand and build on your knowledge.
- Attend and participate in training and other meetings and staff events as required.
- Be an effective member of your team, presenting a positive impression of your section and the business.

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- This job description is a guide to the nature of the work required. It is not comprehensive, and it is expected that other duties will be undertaken as this role develops and as may be reasonably expected.

	Person Specification	Essential (E) Desirable (D)
Knowledge & Experience	Previous experience managing social housing stock	D
	Ability to communicate with a range of stakeholders face to face, in writing and on the telephone	E
	Ability to produce clear and concise written reports	D
	Ability to work on own initiative and initiate new ideas	E
	Self-motivated with the ability to prioritise workload and be effective in time management	E
	Effective use of IT management systems, Word, Excel and Outlook	E
	Effective use of Social Housing Management Systems	D
	Ability to be flexible in approach to changes in the working environment	E
	Demonstrable achievements in improving services for customers, and in motivating others to deliver excellent services	D
	Demonstrated ability to build and sustain effective external networks	D
	Knowledge of housing policy and good practice in the sector	D
	Commitment to equal opportunities and customer engagement	E
	A passion for innovation and best practice	D
	Personal resilience and a high degree of self-confidence and determination	E
	Personal commitment to a culture that emphasises continuous improvement through staff development and personal growth	E
	Excellent communication skills	E
The strength and drive to meet high standards and commit to challenging goals and objectives	E	

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Behaviours	Able to analyse information and data logically and reach sound conclusions. Understand the business environment of Town & Country	E
	The desire to address the needs of customers in a way that shows commitment to excellent customer service, seeking feedback to drive product improvement	D
	Evaluates and reviews work to meet high personal standards that consistently meet or exceed expectations	E
	The ability to interact and build productive relationships internally and externally	E
	Communicates effectively and professionally, projecting a positive impact on recipients	E
	The ability to develop professional curiosity.	E
	Ability to think innovatively while assessing risks and opportunities in a measured way	D
	Demonstrates resilience in pressured and stressful situations	E