



Job Title: Income Collection Officer
Grade: Y5
Reports To: Income Collection Manager
Number of Reports: Nil

Key job element

- Deliver a quality service which efficiently and effectively supports the Income Advice and Collection function.
- Proactive approach to arrears collection by utilising early intervention and prevention mechanisms.
- Responsible for managing and monitoring current rent accounts, ensuring that all accounts are monitored regularly, and correct action taken in line with Your Homes Newcastle policies and procedures
- Meet key performance targets, maximise income and minimise debt through effective, proactive prevention, negotiation & enforcement actions.
- Offer the appropriate level of support when assisting customers with welfare benefits to sustain tenancies.
- Provide a value for money service through the communication streams used for personal contact with the customer.
- Promote and encourage a Rent First approach through YHN.
- To carry out specific roles and assignments and such other duties as appropriate in the role.
- Committed to delivering a service of customer excellence.
- Embrace YHN values, standards and organisational goals.
- Work collaboratively with colleagues across the business to ensure the delivery of joined up services.
- Follow agreed business processes, statutory and regulatory policies and frameworks relating to safeguarding, health and safety and equality and diversity.
- Liaise with internal and external stakeholders and build constructive relationships which make it easier to do business with.
- Follow agreed processes, adhering to statutory and regulatory frameworks relating to Equality and Diversity, Data Protection and Health and Safety.
- Maintain appropriate professional boundaries.
- Undertake any other duties as and when required to support delivery of service.

Person Specification:

This area focuses on skills and knowledge required in the role.

Essential Criteria

- Knowledge and experience of the fundamentals to collecting debt and welfare reform, preferably in a social housing environment.
- Experience of managing a case load and meeting targets in a performance focused function.

- Experience of dealing with income related issues and providing a suitable outcome for both the customer and Your Homes Newcastle.
- Attention to detail, with the ability to deliver to deadlines.
- Ability to work collaboratively with internal and external stakeholders
- Ability to provide a none judgmental and empathic service with the ability to deliver unpopular messages when required.
- Customer focussed, with the ability to negotiate face to face and over the telephone, with excellent communication skills, both verbal and written.

Desirable Criteria

- Suitability to work with vulnerable client group.

*Your Homes Newcastle's Core Values play an integral part in determining our culture going forward and ensuring a progressive, sustainable and healthy working environment for our staff. Our values, practices and behaviours are at the heart of this and how our staff do things is as important as what we do. Our values are Be **Ready**, Be **Amazing**, Be **Revolutionary**, Be **Energetic**.*

*It is no coincidence that our values spell out the word **RARE**. We want YHN to be known as “unusually good or remarkable” and an organisation with people that “stand out from the rest”.*

We expect our people to demonstrate the following behaviours:

Be ready - together we're prepared for anything:

This value is about being “prepared, willing, eager and prompt”.

The behaviours we expect are:

- Take responsibility to keep up to date
- Take ownership
- Make best use of time and resources
- Own your development and that of others
- Work as one team cooperatively
- Be prepared to contribute
- Be organised and on time
- Share information, knowledge and good practice
- Be adaptable and flexible

Be amazing – we'll exceed expectations

This value is about being “passionate, impressive, excellent and progressive”.

The behaviours we expect are:

- Care about people and YHN
- Take pride in what you do
- Behave with sincerity and integrity
- Be your best and inspire others to be theirs
- Do right by our customers
- Have a desire to make things better and improve lives
- Be an advocate for YHN
- Learns from mistakes

Be revolutionary – have courage and be bold

This value is about “leading the way, involvement in change, engagement, being radically new or different and being creative”.

The behaviours we expect are:

- Prepared to be different
- A positive influence on others
- Consider and think of imaginative solutions
- Decisive and unafraid to do what's best
- Prepared to challenge constructively
- Open-minded, tries to say 'yes' more than 'no'
- Supports and promotes change

Be energetic – making every day count

This value is about “vitality, being interested, keen, inspirational and motivated”

The behaviours we expect are:

- Passionate in all you do
- Is up for the task
- Celebrates achievements
- Is able to “bounce back”
- Is motivated and enthusiastic
- Challenges poor performance and negative attitude