

DARLINGTON BOROUGH COUNCIL
ECONOMIC GROWTH AND NEIGHBOURHOOD SERVICES

JOB DESCRIPTION

<u>POST TITLE :</u>	Housing Income Management Officer
<u>PAY BAND :</u>	Band 8
<u>JOB EVALUATION NO.</u>	E3430
<u>REPORTING RELATIONSHIP</u>	Housing Team Leader – Income
<u>JOB PURPOSE :</u>	To effectively manage individual rent accounts, taking appropriate enforcement action and offering appropriate advice and support to our tenants
<u>POST NO.</u>	POS000704
<u>PDR COMPETENCY FRAMEWORK</u>	Level 1, Expected Competencies for all employees

MAIN DUTIES/RESPONSIBILITIES

1. To ensure compliance with income management policies and procedures.
2. To ensure that all rent arrears debts are accurately recorded and effectively managed up to and including eviction, taking timely and appropriate recovery action and offering appropriate advice and support.
3. Negotiate affordable and regular rent payment plans with current and former tenants. Monitor rent payment plans, taking appropriate action against those who default.
4. Take appropriate and timely action with the Universal Credit service centres to ensure the effective management of Universal Credit housing cost awards.
5. To represent Housing Services at County Court for possession hearings. Ensure all court paperwork is accurate, submitted to court in a timely manner, liaise with court officials and tenant representatives.
6. To represent Housing Services with the County Court bailiff when enforcing a warrant for possession. Ensure all court paperwork is accurate and submitted in a timely manner, liaise with court officials and tenant representatives, arrange lock changes and recovery possession of the property on behalf of Housing Services.
7. To represent Housing Services when regaining possession of garages. Ensure lock changes are arranged and recovery possession on behalf of Housing Services.
8. Provide appropriate advice and support to customers to ensure they meet their rent obligations and help them access the services they need in order to sustain their tenancies.

9. Ensure you fully understand the implications of legislative and government change to welfare benefits, and are up to date with best practice.
10. To assist tenants complete income and expenditure forms, using benefit calculators, and refer the tenant to benefit and debt advice where appropriate.
11. Achieve individual and team performance targets, understanding the impact of your contribution in relation to team performance objectives.
12. To take personal responsibility for dealing with the most complex and sensitive cases, whether contact is face to face, by phone or written, including customer complaints about the service.
13. Build and maintain effective working relationships, best practice and protocols with other service areas, key stakeholders and external agencies, to provide a seamless approach to tenant services e.g. DWP, Social Services, County Court and voluntary agencies.
14. Prepare reports, information and statistics as required and directed by the Housing Team Leader – Income.
15. Produce and maintain a range of service related information and publicity documentation, including updating the Council's website.
16. Ensure that you work in line with all the Council's policies and procedures and ensure that you are aware of your obligations under these.
17. Behave according to the Employees' Code of Conduct and ensure that you are aware of your obligations and responsibilities re: conflicts of interest, gifts, hospitality and other matters covered by the Code.
18. Carry out your role in line with the Council's Equality agenda.
19. To comply with health and safety policies, organisational statements and procedures, report any incidents / accidents/ hazards and take a pro-active approach to health and safety matters in order to protect yourself and others.
20. Any other duties of a similar nature related to this post that may be required from time-to-time.
21. Darlington Borough Council and schools within the Borough are committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.
22. This post is deemed to be a 'Customer Facing' role in line with the definition of the Code of Practice on the English language requirement for public sector workers.
23. This post is subject to an enhanced disclosure. The successful applicant will be subject to the relevant vetting checks before an offer of appointment is confirmed. Following appointment the employee will be subject to rechecking as required from time to time by the Council.

Date: January 2019

DARLINGTON BOROUGH COUNCIL**PERSON SPECIFICATION****HOUSING INCOME MANAGEMENT OFFICER****ECONOMIC GROWTH AND NEIGHBOURHOOD SERVICES****POST NO. POS000704**

All appointments are subject to satisfactory references.

Criteria No.	Attribute	Essential (E)	Desirable (D)
	Qualifications & Education		
1	NVQ level 4 in Administration, Housing or a relevant field.		D
2	Chartered Institute of Housing Professional qualification.		D
	Experience & Knowledge		
3	Approximately 2 years' experience of a social housing environment or other relevant setting relating to debt recovery policies.	E	
4	An understanding of the needs and perceptions of clients and ability to handle difficult situations sensitively and negotiate appropriate outcomes.	E	
5	Experience of interpreting legislation, policy or procedures to give recommendations and advice.	E	
6	Experience of the Pre Action Protocol for possession claims by social landlords.		D
7	An understanding and knowledge of the welfare benefits system including Universal Credit.	E	
8	Experience of attending court for possession hearings and attending evictions.		D
	Skills		
9	Ability to work on own initiative, whilst being an effective team player.	E	
10	Ability to work alone in sometimes difficult environmental situations with clients who have challenging behaviour and chaotic lifestyles.	E	
11	Ability to communicate effectively both orally and in writing to a wide range of audiences.	E	
12	Ability to respond to changing and conflicting priorities, remaining calm under pressure.	E	
13	Ability to be empathetic yet firm when dealing with enquiries.	E	
14	Ability to prioritise and organise caseload to meet deadlines and targets	E	
15	Ability to deal confidentially with enquiries from the public.	E	
16	Must be able to work as part of a team.	E	
17	ICT literate, capable of using MS packages.	E	
18	Experience of using Orchard systems for rent recovery.		D
	Personal Attributes		
19	Ability to work effectively in partnership with service users and professional colleagues.	E	
20	Ability to self-motivate, be adaptable and achieve personal and team goals.	E	
	Special Requirements		
21	The ability to communicate at ease with customers and provide advice in accurate spoken English.	E	
22	Capable of independent travel to carry out the requirements of the post.	E	
23	Satisfactory Enhanced Disclosure and Barring Service Check	E	