

**DARLINGTON BOROUGH COUNCIL**  
**ECONOMIC GROWTH AND NEIGHBOURHOOD SERVICES**  
**JOB DESCRIPTION**

<b><u>POST TITLE :</u></b>	Housing Income Management Advisor
<b><u>PAY BAND :</u></b>	Band 6
<b><u>JOB EVALUATION NO.</u></b>	E3429
<b><u>REPORTING RELATIONSHIP</u></b>	Senior Housing Income Advisor
<b><u>JOB PURPOSE :</u></b>	To support a team of Income Management Officers with effective rent account management, enforcement action and offering appropriate advice and support to our tenants and clients accepting the offer of tenancy
<b><u>POST NO.</u></b>	POS00706
<b><u>PDR COMPETENCY FRAMEWORK</u></b>	Level 1, Expected Competencies for all employees

**MAIN DUTIES/RESPONSIBILITIES**

1. Responsible for low level arrears recovery action and assisting Housing Income Management Officers with the provision of a high-quality Income Management service, taking appropriate rent recovery actions in line with procedures on current and former tenancies.
2. To ensure that all rent arrears debts are accurately recorded and actively pursued and credit balances are regularly processed and refunds are arranged
3. Audit weekly termination reports, identifying discrepancies and rectifying
4. Negotiate affordable and regular rent payment plans with current and former tenants and monitor compliance with the arrangement.
5. Offer appropriate advice and support to customers and other departments on Universal Credit and other welfare benefits. Ensuring the tenant understands their obligations to pay rent from their Universal Credit payment.
6. Ensure you fully understand the implications of legislative and government change to welfare benefits and are up to date with best practice.

7. Undertake sign up meetings with new tenants and provide appropriate advice and support to the customer.
8. Ability to communicate with a wide range of audiences including face to face contact, over the phone, in writing etc.
9. Provide appropriate advice and support to current, former and new customers to ensure they meet their rent obligations and help them access the services they need in order to sustain their tenancies.
10. To assist tenant's complete income and expenditure forms, using benefit calculators, and refer the tenant to benefit and debt advice where appropriate.
11. Check and verify incoming correspondence to the team to ensure it is completed accurately and verify as necessary.
12. Achieve individual and team performance targets, understanding the impact of your contribution in relation to team performance objectives
13. To present former tenant arrear cases for write off where recovery measures have not been successful or are inappropriate. To prepare reports for Members and Corporate Officers to formally approve write off.
14. 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.
15. Prepare reports, information and statistics as required and directed by the Housing Team Leader – Income.
16. Carry out address checks and liaise with external debt collection agencies around former tenant arrears.
17. Produce and maintain a range of service related information and publicity documentation, including updating the Council's website.
18. Carry out home visits within the Borough of Darlington.
19. 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.
20. 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.
21. Carry out your role in line with the Council's Equality agenda.

22. 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.
23. Any other duties of a similar nature related to this post that may be required from time-to-time.
24. 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.
25. 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.
26. This post is subject to a standard 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: September 2020

**DARLINGTON BOROUGH COUNCIL****ECONOMIC GROWTH AND NEIGHBOURHOOD SERVICES****HOUSING INCOME MANAGEMENT ADVISOR****POST NO. POS000706**

All appointments are subject to satisfactory references.

<b>Criteria No.</b>	<b>Attribute</b>	<b>Essential (E)</b>	<b>Desirable (D)</b>
	<b>Qualifications &amp; Education</b>		
	<b>Experience &amp; Knowledge</b>		
<b>1</b>	Approximately 2 years' experience of a social housing or other relevant environment	<b>E</b>	
<b>2</b>	Approx. 2 years' experience of offering support and advice to customers	<b>E</b>	
<b>3</b>	Experience of housing income collection		<b>D</b>
<b>4</b>	Knowledge of the Pre Action Protocol for possession claims by social landlords		<b>D</b>
<b>5</b>	An understanding and knowledge of welfare benefits including Universal Credit and Housing Benefit	<b>E</b>	
	<b>Skills</b>		
<b>6</b>	Ability to use initiative and discretion in line with policy and procedure	<b>E</b>	
<b>7</b>	Ability to work alone in sometimes difficult environmental situations with clients who have challenging behaviour	<b>E</b>	
<b>8</b>	Ability to communicate effectively both orally and in writing to a wide range of audiences	<b>E</b>	
<b>9</b>	Ability to be empathetic yet firm when dealing with enquiries	<b>E</b>	
<b>10</b>	Ability to prioritise and organise caseload to meet deadlines and targets	<b>E</b>	
<b>11</b>	Ability to understand the needs and perceptions of clients, handling difficult situations sensitively and negotiating appropriate outcomes	<b>E</b>	
<b>12</b>	Ability to deal Confidentially with enquiries from the public	<b>E</b>	
<b>13</b>	Must be able to work as part of a team	<b>E</b>	

<b>14</b>	IT literate, ability to use MS packages	<b>E</b>	
<b>Personal Attributes</b>			
<b>15</b>	Ability to work purposefully in partnership with services users and professional colleagues	<b>E</b>	
<b>16</b>	Ability to self-motivate, be adaptable and achieve personal and team goals	<b>E</b>	
<b>Special Requirements</b>			
<b>17</b>	The ability to communicate at ease with customers and provide advice in accurate spoken English	<b>E</b>	
<b>18</b>	Capable of independent travel to carry out the requirements of the post	<b>E</b>	
<b>19</b>	Be prepared to work flexibly including evenings and weekends	<b>E</b>	
<b>20</b>	Ability to work in an agile manner, including working from home and other Council buildings as required	<b>E</b>	