



## **Job profile**

### **Rent and Income Officer**

#### **Grade F**

**Group: Locality Services**

**Service: Customer Services**

**Location: Gateshead Civic Centre with some temporary Home Working during Covid-19**

**Line Manager: Rent and Income Team Leader**

**Car User Status: Casual**

#### **Job Purpose**

To work with tenants to collect rental income and sustain tenancies, identifying any vulnerabilities or support needs in the process. You will operate effectively to achieve targets and provide excellent customer service.

#### **The key roles of this post will include:**

1. To efficiently and effectively operate the arrears control process in order to ensure the Council maximises rental income and ensure that a high-quality service is provided.
2. To ensure you keep abreast of relevant changes in welfare reform to enable you to offer advice, support and assistance to tenants.
3. To be conversant with arrears recovery procedures and appropriate legislation and to ensure that these policies and legislative requirements are complied with.
4. To ensure cases of non-payment are managed effectively, taking appropriate and timely action including home visits, telephone work, progress appropriate correspondence and office interviews
5. To progress legal action where appropriate in order to ensure that the rent arrears policy is adhered to.



6. To work in partnership with the Councils Revenues and Benefits service to ensure effective joint working between Council services.
7. To liaise with other departments and partners to ensure appropriate referrals are made when tenants require specialist advice or support.
8. To provide financial and welfare benefit advice in order to ensure income maximisation of tenants.
9. Such other responsibilities allocated which are appropriate to the grade of the post.



## **Knowledge & Qualifications**

### **Essential:**

#### Knowledge

- Working knowledge of ICT Systems including Microsoft Office based software packages
- Evidence of continual professional development and a willingness to undertake additional training as required

#### Experience

- Experience of dealing with people face to face and in potentially difficult situations
- Ability to communicate effectively
- Effective negotiation skills
- Experience of managing sensitive and complex information with customers
- A good understanding of equality and diversity and how this is demonstrated within a work environment

#### Qualifications

- Minimum of 5 GCSE's or equivalent at grade A-C or 9 - 4 (including Maths and English) or relevant demonstratable experience

### **Desirable:**

#### Knowledge

- Knowledge of housing related legislation
- Knowledge of housing benefit
- Knowledge of Welfare Reform
- Knowledge Housing and Social Care Issues
- Knowledge of rent collection procedures

#### Experience

- Ability to work outside normal office hours
- Experience of working as part of a diverse and inclusive workforce

#### Qualifications

- Full Driving License or ability to meet the transport requirements of the role



## Competencies

### Customer Focus

Puts the customer first and provides excellent service to both internal and external customers

### Communication

Uses appropriate methods to express information in a clear and concise way to make sure people understand

### Team Working

Works with others to achieve results and develop good working relationships

### Making things happen

Takes responsibility for personal organisation and achieving results

### Flexibility

Adapts to change and works effectively in a variety of situations

### Learning and Development

Actively improves by developing and applying new skills and knowledge and learns from past experiences