

Job Description



Job Title: Income Collection Officer
Grade: N6
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 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 NCC.
- 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 NCC 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.