

Person Specification



Job Title: Income Collection Officer
Grade: N6
Reports To: Income Collection Manager
Number of Reports: nil

This area focuses on skills and knowledge required in the role.	
Essential Criteria	• Good experience of the fundamentals of collecting debt and a working knowledge of benefits, in particular Universal Credit, and all of this preferably in a social housing environment. • You will have experience of managing a complicated and diverse workload and achieving targets as well dealing with income and arrears related issues. • You will be focused on achieving positive outcomes for customers, with the prime focus on sustaining tenancies whilst maintaining rent collection. • You will be non-judgmental and empathetic but also be someone who can deliver unpopular messages whilst maintaining an open and approachable manner. • You will have experience of working collaboratively with both internal and external partners • You will be comfortable taking and making telephone calls to our customers and dealing face to face with customers including in their homes and at our hub and Community locations across the city.