

## Role Profile

This section provides key information relating to the role

<b>Job Title:</b>	Income Officer		
<b>Post No:</b>	RP0088	<b>Grade:</b>	H
<b>Team:</b>	Income & Home Ownership	<b>Location:</b>	White Lion Square
<b>Responsible to:</b>	Income Team Leader		
<b>Responsible for:</b>	N/A		

### Overall job purpose:

To provide a customer focussed, proactive, comprehensive and high quality Rent Collection and Debt Recovery service to residents of Welwyn Hatfield, with primary responsibility for the recovery of current tenant rent and arrears recovery on a patch of properties.

To manage all arrears recovery processes, from first letter through to eviction, on a defined patch of properties to maximise income and reduce outstanding arrears.

To work in conjunction with Neighbourhood Officers and Property Services Teams to maximise the collection of current tenant arrears / debts.

### Key areas of focus:

1.	To be directly responsible for the delivery of a comprehensive high quality, efficient and compliant current tenant arrears and rent collection service, delivering a customer facing, operational case management service that ensures arrears are proactively managed resulting in income maximisation and debt reduction.
2.	To monitor all appropriate debt accounts regularly in accordance with council policies and procedures ensuring that the appropriate recovery action is taken in order for the Income Team to deliver its key objectives. To develop and periodically devise strategies to maximise income and prevent rent arrears from accruing.
3.	Maintain up to date knowledge of relevant legislation and case law in respect of appropriate debt recovery, including tenancy enforcement, human rights, disability and equality. Ensure the pre-action protocol is adhered to, ensuring litigation actions are timely, robust, compliant and cost effective.
4.	Provide excellent customer care in all interactions with all residents and stakeholders' to establish and maintain strong, effective working relationships with Housing benefit staff, Department for Works and Pensions and other relevant agencies or departments.
5.	To undertake the collection of current tenant rent arrears on a patch of properties, responsible for the complete arrears recovery process through effective account management and in line with policy.

6.	Prepare and serve Notice of Seeking Possession in line with pre-action protocol and rent recovery policies and procedures.
7.	To present cases in County Court before a district judge with or without legal representation, if and when required.
8.	To organise, attend and execute service related evictions and serve injunctions, including documenting inventories and service of relevant notices where required.
9.	Instruct on cases requiring legal action and work closely with the council's litigation service and where required, counsel, to take prompt and effective legal action.
10.	To carry out all actions required as part of the litigation process, including gathering evidence and producing all relevant paperwork such as writing witness statements and preparing documentation for court, including in response to counter claims from residents.
11.	Where appropriate, make referrals to other agencies and liaise with these organisations to help bring about successful resolutions to arrears and tenancy sustainment cases.
12.	Ensure cases are recorded on the relevant database and report on progress and outcomes of the caseload.
13.	To promote equality and diversity in the workplace and in the services of the Council and to deliver the Council's equalities and diversity priorities.
14.	The ability to converse with ease with other staff and members of the public and to provide advice in accurate spoken English is essential for this post.
15.	Any other duties that are commensurate with the level and grade of this post.

## Role Requirements

The following outlines the criteria for this post. Applicants should describe in their application how they meet the criteria

Criteria	Essential	Desirable	Assessment Criteria
<b>Qualifications and experience</b>			
Educated to GCSE level or equivalent and grade C or above in English and Maths or can demonstrate substantial experience in a related field	x		AP
Experience of working with vulnerable people and hard to reach groups and people with multi support needs	x		AP/AS/IN
Experience of giving basic debt and budgeting advice	x		AS/IN
Experience of using housing IT systems such as the Orchard or similar.	x		IN
<b>Knowledge</b>			
Up to date knowledge of Housing Legislation and related case law and good technical knowledge of income recovery processes	x		AP/AS
Up to date knowledge of: <ul style="list-style-type: none"> <li>Housing law including pre-action protocol</li> <li>Welfare reform</li> </ul>	x		AP/AS/IN
Experience of: Front line experience in a rent/debt collection environment/welfare benefits	x		AP/AS/IN
Experience of instigating and taking legal action to recover rent arrears including being competent to present cases in court before a judge without supervision as required	x		AP/AS/IN
<b>Skills and abilities</b>			
Excellent numeric, analytical and decision making skills	x		AS
Able to influence and use negotiating skills	x		IN
Proven ability to develop creative solutions to problems	x		IN
High level of IT literacy. Confident in use of Word, Excel and Outlook and other systems relevant to the role	x		AS
Ability and confidence to make decisions independently where the situation requires it	x		IN
Excellent time management and organisational skills to effectively manage and plan a varied workload	x		AS

Other attributes			
Ability to communicate effectively in a range of different situations and display conciliatory and empathic skill with staff and members of the public.	x		IN
Excellent written and verbal communication skills tailored towards a range of audiences, including reports, presentations and legal documentation	x		AS/IN
Able to create effective & collaborative working relationships with customers, partner groups and stakeholders	x		AS/IN
Ability to drive and possession of a current UK driving licence	x		AP
Ability to calm potentially emotionally challenging situations and to deal with people who display highly aggressive behaviour and to effectively tackle crisis situations	x		AP/IN
The ability to converse at ease with members of the public and provide advice in accurate spoken English	x		IN
Values and behaviours			
Transparency, Honesty and Loyalty	x		AP/AS/IN
Solution based problem solving	x		AP/AS/IN
Candid, Direct and Open	x		
Being prepared with no surprises	x		
#One Team	x		
Pride in work	x		

**Assessment Criteria:**  
**(AP) Application, (AS) Assessment, (IN) Interview**