



Role Profile

This section provides key information relating to the role

Job Title:	Housing Transactions Officer		
Post No:	P01630	Grade:	E/F
Team:	Income & Home Ownership	Location:	White Lion House
Responsible to:	Home Ownership & Rents Team Leader		
Responsible for:	N/A		

Overall job purpose:

To provide a proactive, comprehensive and high quality back office housing rent transactions service through the management and maintenance of the rent accounts for council tenants of Welwyn Hatfield.

To undertaking all aspects of rent accounting for dwelling and garage tenancies in accordance with current audit, accounting and legislative practices.

To process and manage individual rent accounts and carrying out accurate and timely daily, weekly and monthly system processing.

To support the administration of the annual rent increase process.

Key areas of focus:

1.	To deliver a high quality, efficient and compliant housing rent transactions service ensuring all rent receipts, adjustments and refunds are delivered on a timely and accurate basis.
2.	To Work closely with the Income Team to ensure delivery of excellent internal customer service at all times.
3.	To assist with ensuring that all residents receive regular rent statements and are provided with accurate rent review notifications according to the current legislative requirements and agreed policies and procedures.
4.	To ensure rent account records on the council's housing database or relevant management database are updated when transactions are carried out as appropriate.
5.	To ensure the accuracy of all entries and adjustments on the system.
6.	To process rent accounts on the housing management system at the start and end of tenancies; starting and ending tenancies manually where necessary.
7.	To process and amend Direct Debits as required, liaising with banks and building societies as required to remedy accounting issues on behalf of the Income Team.
8.	To issue rent change notifications and pay point cards when charges or tenancies change, or as requested by the Income Team members.

9.	To process rechargeable repairs and court costs to the sub-account and notify the relevant officers when set up.
10.	To process debts to be written off as requested once approved following the agreed policy and procedures.
11.	To arrange for refunds of rent in line with policy and procedures, ensuring appropriate checks are carried out.
12.	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.
13.	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.
14.	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
Qualifications and experience			
Educated to GCSE level or equivalent and grade C or above in English and Maths or demonstrable ability in problem solving and working in a transaction capacity or financial administration experience	x		AP
Training which has resulted in the post-holder acquiring good knowledge of housing rent account transactions, processes	x		AP/IN
Working in a revenues collection service in a social housing organisation	x		AP/IN
Front line experience in a customer accounts related environment	x		AP/IN
Knowledge			
Up to date basic knowledge of: <ul style="list-style-type: none"> Housing Rent Transactions and associated processes and legislation 	x		AP/AS
Experience of using housing IT systems such as the Orchard or similar		x	AP
Skills and abilities			
Ability to provide accurate data and information	x		AS
Excellent level of numeric, analytical and decision making skills	x		AS
Able to influence and use negotiating skills	x		AP/IN
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 to work to strict deadlines and under pressure whilst managing conflicting priorities	x		AS
Ability and confidence to make decisions independently where the situation requires it	x		IN

Other attributes			
Ability to communicate effectively in a range of different situations	x		IN
Able to create effective & collaborative working relationships with customers, partner groups and stakeholders	x		IN
Good written and verbal communication skills tailored towards a range of audiences, including reports and presentations.	x		AS/IN

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

Our Values and Behaviours



Our CORE values are key to delivering our vision, plans and strategies.

Collaborative	Open	Responsible	Excellent
We work together to get things done	We behave with integrity & fairness	We take responsibility for our actions and decisions	We perform at our best & strive for excellence

It's really important that you have a genuine passion for doing a great job and our behavioural competency framework sets out how we want people to work, ensuring everyone is valued, supported and empowered.

These competencies will be assessed throughout the recruitment and selection process, as well as part of your ongoing development and progression.