



JOB DESCRIPTION

POST: HRA Income Officer

DEPARTMENT: Tenant Services

REPORTING TO: Income and Home Ownership Team Manager

RESPONSIBLE FOR: N/A

GRADE: 5

MAIN JOB PURPOSE:

- a) To collect Housing Revenue Account Income and where necessary use appropriate enforcement powers to recover outstanding debt.
- b) Deliver a detailed range of housing and welfare benefits advice to customers, considering individual needs and relevant legislation, the policies and procedures of the Council and identify appropriate solutions/support available.
- c) Work collaboratively with other services, teams and partners to ensure income to the Housing Revenue Account is maximised and tenants have access to all available advice and appropriate support required to sustain their tenancies.

DUTIES AND RESPONSIBILITIES:

- a) Follow policies, procedures and guidance to deliver a proactive and proportionate approach to the collection of all Housing Revenue Account Income.
- b) When required, implement enforcement action to reinforce collection of Housing Revenue Account income. Have regard to relevant legislation and guidance, evidence and case history to ensure consistency of decision making.

- c) Represent both Councils at Court Hearings and Leasehold Valuation Tribunals. These may include cases for: breach of tenancy agreement; non-payment of leasehold service charge; applications and hearings for money judgements; small claims court hearings.
- d) Maintain accurate detailed records for: individual debt case files and all Housing Revenue Account Income collection databases. Carry out administrative duties as necessary to maintain IT and tenancy file case records including setting up and recalculating direct debits; rent account journals, transfers and adjustments.
- e) Provide detailed housing advice to customers, Members, colleagues through interviews and home visits and briefings. Assess the needs of customers and identify appropriate provision/support.
- g) Contribute knowledge and ideas to the development of the HRA Income team.
- h) Assist with delivery of a tenancy training programme to support tenants with maintaining their tenancy.
- i) Actively support and encourage tenant involvement within the housing service and work collaboratively with the tenant involvement team to meet this aim.
- j) Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and in order to meet the changing needs of the organisations.
- k) This post will be required to work collaboratively within its own service and across all other service areas in order to achieve the specific deliverables but will have particular key relationships with: tenants; colleagues within Tenant Services; Housing Solutions and other housing teams; other Council services; Shared Revenues Partnership; and Members.
- l) This post will also have key relationships with a range of stakeholders, including Citizens Advice, Support Agencies; Charities; Voluntary Organisations: Social Care Services.
- m) To take personal responsibility for demonstrating the aims of the Councils Equality & Diversity objectives
- n) To take personal responsibility for own Health, Safety and Welfare and that of colleagues in the workplace.

o) Participate in learning and development activities that develop personal effectiveness and assist in improving performance in the role.

Additional information

- a) Does this job require a DBS check? **Yes**
- b) This job always requires access to a vehicle.
- c) This job will participate in planning for emergencies in terms of response to or maintaining business continuity during an emergency. The jobholder will participate in training, exercises, response, recovery or other activities to support the councils' statutory duties in relation to emergencies under the Civil Contingencies Act (2004). It is expected that when requested to do so the jobholder will temporarily but immediately cease their normal role to support the emergency planning or response activity. **Yes/No**
- d) The post is designated as being politically restricted in accordance with the term of the Local Government Housing Act 1989 and subsequent amendments. The effect of this is to prevent the postholder from having any active political role either in or outside the workplace, and automatically disqualifying them from standing for or holding elected office. **Yes/No**

This is not a comprehensive definition of the post. Postholders are expected to undertake any work that comes with the remit of the post's main objective. This job description will be kept under review and may be changed at any time subject to consultation with the postholder.

PERSON SPECIFICATION

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.

REQUIREMENTS The postholder must be able to demonstrate:	MEASURED BY: A Application form I Interview T/P Test/Presentation
EDUCATION/TRAINING <i>(Academic, vocational/professional, and other training)</i>	
a) Relevant qualification at NVQ4/HNC/degree or equivalent knowledge gained through experience.	A/I
KNOWLEDGE & EXPERIENCE <i>(e.g. report writing, office experience, Microsoft office)</i>	
a) Experience of working within housing or a housing related field.	A/I
b) Experience of debt case management and tenancy enforcement within a housing environment including preparing cases for court and representing the council in court.	A/I
c) Experience of working to deadlines, working unsupervised and organising own workload.	A/I

d) Experience of working independently with minimal supervision.	A/I
e) Experience of providing assistance and advice to people about rent arrears and other housing related debt.	A/I
f) An ability to analyse and interpret financial information contained on debt accounts/case files. Develop financial/other plans and solutions to clear debt make payments or agree support plans over weeks/months.	A/I
g) Able to use tact and diplomacy when communicating. For example: to ask questions about personal, financial, and other circumstances to clarify information.	A/I
h) Able to negotiate or persuade customers to adopt a particular course of action which has been identified as beneficial and will assist with paying debt or sustaining a tenancy. Able to encourage customers to respond positively when faced with severe financial problems.	A/I
i) Able to interpret relevant legislation, guidance and procedures and decide on the appropriate course of action.	A/I
j) Able to communicate effectively with people in distressed circumstances.	A/I
k) An understanding of welfare benefits and the details contained within the Governments Welfare Benefit Reforms 2012.	A/I
l) Able to use word, excel computer programmes to create, spreadsheets, reports and letters.	A/I
m) General keyboard and driving skills are required.	A/I
SKILLS/ATTRIBUTES (e.g. communication, interpersonal, decision-making, problem-solving, team player, reliable)	
a) Works co-operatively within a team and with people from other teams and services.	A/I
b) Has a flexible approach to work in terms of being prepared to pick up work outside of own specialism or what is familiar to help in emergencies or provide cover for others.	A/I
c) Works proactively and collaboratively in project teams comprising staff from a range of services when representing own specialism.	A/I
d) Uses transferable skills and develops new skills as necessary to provide a flexible resource to meet corporate priorities.	A/I
e) Prioritises and plans effectively and can re-prioritise when faced with urgent or unexpected situations. Is self-motivated and able to work under own initiative.	A/I
f) Possesses understanding and empathy with people facing personal difficulties.	A/I

Empowering, valuing, and developing our people	I/TP
Valuing our customers	I/TP
Being open and honest	I/TP
Taking ownership	I/TP
Being ambitious	I/TP
EQUALITY AND DIVERSITY	
Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their position, background, circumstances, status, appearance and whether they are one of the protected characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation).	A/I



We empower, value and develop our people to work together as one dynamic and efficient team.	We care about delivering high quality, customer-focused outcomes with our communities and partners.	We are open, transparent and truthful.	We take pride in our work and take responsibility for our actions.	We are ambitious, inspiring our communities, taking pride in our places and striving for excellence.
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