

**WOKING BOROUGH COUNCIL
JOB PROFILE**



Job Description

Job Title: Income Recovery Officer

Pay Grade: W3

Directorate: Communities

Team: Housing Services

Reporting to: Housing Team Leader – Income

Budgetary Responsibilities:

- **Staff - £N/A**
 - **Other Direct - £N/A**
 - **Other Indirect – N/A**
- Total £N/A**

Job Purpose:

Work collaboratively with service managers, housing colleagues, contractors and customers providing a one team, customer centric approach to service delivery and ensuring the Housing Service is delivered to the highest standard.

Manage a patch of properties that requires responsibility for maximising rental income of approximately £6.25m per annum (based on the predicted 2023/24 annual debit for all tenancy types being managed by four Income Recovery Officers). Operate in a commercial environment to ensure that alongside maximising income, excellent customer care is provided with the outcomes including contributing to increasing resident satisfaction and sustaining tenancies.

Work to carry out all relevant operational and legal processes to ensure current and former tenant housing rental income is maximised in line with statutory regulations, council policy, operational procedures, court pre-action protocol and performance indicators.

The job purpose includes collaborating with other teams such as the Housing Management Team and Independent Living Team, and working daily with external organisations such as debt advice agencies, credit unions, Law Centres and Social Care teams.

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Main Tasks:

1. Manage a patch of rent accounts and be the first point of contact ensuring early intervention for residents regarding all types of queries ranging from accounts in credit where the resident is requesting a refund through to attending evictions, seeing arrears process through from start to finish including instructions for the Legal Team regarding possession and stay hearings and attending evictions.
2. Demonstrate knowledge and skills that will enable a comprehensive understanding of options to resolve complex case enquiries such as those covering a wide range of services and agencies. For example, where a vulnerable resident is sectioned and has rent arrears, work with mental health services, housing options, Housing Benefit, and external debt advice agencies to explore all solutions for maximising rental income and sustaining the tenancy.
3. Monitor and maintain comprehensive records of all work carried out on rent accounts, providing statistical, analysis and other reports as required, ensuring Rentsense and the housing management database are utilised fully.
4. Maximise income through early intervention as soon as rent accounts are in arrears with the key emphasis being personal contact through phone calls and home visits, including mitigating financial risk from Universal Credit through early intervention work with residents at the point of becoming aware of the Universal Credit claim.
5. Ensure that all cases follow the council's approved escalation process within policies and procedures for rent arrears. This includes meeting the requirement of the court pre-action protocol. Make and monitor agreements with residents to repay rent arrears.
6. Write bespoke letters to residents as required that demonstrate arrears need repaying alongside demonstrating excellent customer care that will provide residents with the confidence to make contact to make an arrangement to repay arrears.
7. Meet key personal and contribute to team targets and objectives that will be reflective of a dynamic commercially driven team with a skill set to maximise collection of the annual debit of approximately £25m (based on the 2023/24 financial year), including delivering excellent teamwork.
8. Maximise take-up of Universal Credit Housing Costs and Housing Benefit and lead on identifying cases where excellent knowledge of Housing Benefit regulations will enable the Housing Benefit Assessment Officer to review cases and award backdated Housing Benefit.

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9. Visit residents in their homes and complete follow up actions where issues are identified such as repairs and make referrals to other teams to maximise resident satisfaction.
10. Provide cover for other Income Recovery Officers that demonstrates the highest standards of teamwork and commitment to maximising resident satisfaction.
11. Provide training to staff in the team such as training new starters as directed by the Team Leader.
12. Identify where residents require referrals to advice agencies and additional support including Social Care. Identify where referrals are required to the specialist Support Officers. Lead on identifying, setting up and chairing meetings with Social Workers as part of ensuring the care plans of residents are delivered.
13. Promote opportunities to residents that will support offering training, apprenticeships, work experience and other opportunities to gain employment.
14. Liaise with advocates (such as solicitors) regarding complex possession hearings and stay hearings including sending written replies and preparing consent orders.
15. Where cover for Solicitors/Lawyers is required, present cases in the County Courts. Attend court hearings with the Solicitor/Lawyer to be a witness for appropriate cases.
16. Contribute to increasing take up of direct debits including working in partnership with the Finance Team.
17. Contribute to the management of complaints about the service within all corporate timescales, responding according to requests for information.
18. Attend resident association meetings including during evenings if required, representing the Rental Income Team and demonstrate the knowledge and skills to answer a wide range of resident questions.

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People Management: N/A

Service Management: N/A

Financial Responsibility: N/A

Other Responsibilities:

- To undertake other duties which may arise or as may be delegated from time to time, commensurate with the skills required for this post.

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Person Specification

Key:

E = Essential, D = Desirable,

A = Application Form, I = Interview, P = Presentation, T=Test

Please list as required.

Criteria	Standard	E/D	Measure
Education & training	<ul style="list-style-type: none"> • Educated to "A" level or NVQ Level 3 or with equivalent experience. A housing qualification would be an advantage but is not essential. 	D	A
	<ul style="list-style-type: none"> • Commitment to achieve a professional qualification. 	D	A/I

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Experience	<ul style="list-style-type: none"> • Experience of income management in a social housing environment and of dealing successfully with the challenges presented. 	D	I/A
	<ul style="list-style-type: none"> • Experience of making sustainable arrangements for residents to repay rent arrears. 	D	I/A
	<ul style="list-style-type: none"> • Experience of using and maintaining account/financial records and IT systems and of producing and reporting on management information. 	D	I/A
	<ul style="list-style-type: none"> • Experience of working in an environment requiring the delivery of outstanding customer service and of effectively dealing with customers face-to-face. 	E	I/A
	<ul style="list-style-type: none"> • Evidence of working as an effective team player and building and maintaining effective relationships with colleagues. 	E	I/A
	<ul style="list-style-type: none"> • A record of successfully engaging with others and building positive relationships with a variety of stakeholders. 	E	I/A
	<ul style="list-style-type: none"> • Evidence of promoting equal opportunities. 	E	I/A
	<ul style="list-style-type: none"> • A successful track record of contributing to continuous improvement to improve organisational performance, reduce costs and deliver increasing customer satisfaction. 	E	I/A
	<ul style="list-style-type: none"> • A comprehensive understanding and knowledge of housing and other relevant legislation, the regulatory framework which governs housing, associated case law, Welfare Reforms, and the court pre-action protocol. 	E	I/A
	<ul style="list-style-type: none"> • A comprehensive understanding and knowledge of welfare benefits policy and legislation. 	D	I/A

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Special Requirements	• Able to converse at ease with customers and provide advice in accurate spoken English.	E	I
	• Able to listen to and assimilate information provided by residents and colleagues quickly and unambiguously.	E	I I/A I/A
	• Able to work collaboratively with colleagues.	E	I/A
	• Able to plan and prioritise workload without close supervision.	E	I
	• Able to take the initiative to lead on and resolve complex queries.	E	I
	• Able to write and present reports, produce witness statement for Possession Hearings, and deal effectively with correspondence.	E	I/A I
	• Able to make accurate and timely reports on the outcomes of casework.	E	I
	• Ability to communicate effectively with all LBHF stakeholders.	E	I

Candidate Screening

Does Rehabilitation of Offenders Act 1974 apply?	Yes
Disclosure and Barring Service check required?	Yes
If yes, what level?	Basic
Is this a Politically Restricted Post?	No
Does this role have emergency responsibilities?	No Choose an item.

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Role Map

Behaviour	Level Required (1-4)
Shaping our Future	2
Leading our People	1
Delivering for our Customers	2
Making Change Happen	2
Team and Partnership Working	2
Communicating Openly	2
Performance Management	1

Please refer to the Council's Behavioural Framework for examples and indicators of the expected behaviour required at each level (this will be attached as a document to each job advert).