

**ROLE DESCRIPTION: Rental Income Officer**

**Reports to:**

Rental Income Manager

**Responsible for:**

N/A

**Role purpose:**

Assisting the Rental Income Manager to maximise rental income by the efficient administration of rent and service charge increases and the effective control of rent arrears in line with IDS policy, procedures, and targets.

Providing advice and information to tenants (both current and former) concerning rent charges, arrears, benefit entitlement, income maximisation and payment methods.

**Key responsibilities:**

- To monitor cases ensuring early intervention, prompt arrears action and to prepare and produce arrears letters maximising the use of the computer system.
- As agreed with the Head of Housing, to make applications for direct payments (from DWP or HB) for tenants with serious and long-standing arrears that are in receipt of JSA/UC (or other eligible benefits).
- To assist in the preparation of appropriate Notices on tenants who owe eight weeks' rent and arrange for their service by front line staff and to monitor compliance with repayment agreements.
- To liaise with local authority housing benefit departments to obtain information of entitlement and inform tenants and colleagues as appropriate. To obtain progress reports of claims for presentation in court for possession proceedings for rent arrears.
- To liaise and negotiate with local authority housing benefit departments where there are overpayments and in conjunction with the Rental Income Manager ensure that the appropriate account is debited, and any recovery arrangements are put in place.
- To take effective arrears enforcement action where necessary, including preparing and serving Notices, preparing statements for eviction reports, and presenting and attending court hearings.
- To take telephone payments, assist and promote the take up of direct debit and administer standing order payments.
- To respond to correspondence and telephone calls, requests for information from customers, managers and colleagues, partners and stakeholders and respond appropriately within agreed timescales.
- To work in conjunction with colleagues and external partners as required to deal with operational service issues, including attendance at meetings, participating in projects

and service improvement

- To liaise with the Resident Services Officer to ensure that vulnerable tenants are supported either through Care services or external agencies.
- To work in partnership with the Rental team, being flexible over tasks and responsibilities to ensure the best customer service to tenants.
- To investigate and respond to all complaints and informal comments about service delivery.
- To work closely with other sections, Care & Support, Asset Management, and Finance to provide an efficient and high-quality service to tenants.
- Proactively suggesting ways to improve service delivery and work with others to amend policies and procedures to enhance the service to tenants.
- To work in conjunction with Estate Managers/Scheme Manager on arrears actions, ensuring effective teamwork and communication and reporting to Rental Income Manager and appropriate colleagues.
- To maintain up to date details of outstanding housing benefit claims and any associated problems arising out of these claims.
- To help to resolve benefit problems of tenants with rent arrears working in partnership with the Housing Welfare & Support Officer and relevant Estate Manager.

#### **Organisation wide:**

- Deliver value for money and make best use of resources to deliver the best outcomes.
- Deliver operational excellence, driving continuous improvement and innovation.
- Comply with all organisational policy and procedures.
- An understanding of and commitment to IDS Diversity and Health and Safety policies
- Always promote the values of IDS and demonstrating a high level of commitment to diversity and inclusion.
- Build effective relationships with all other IDS departments and staff to embed our “One Team” approach to service delivery.
- Helping with other areas of the business as necessary.

#### **Additional Information**

1. To promote the values of IDS at all times and demonstrate a high level of commitment to diversity and inclusion.
2. To ensure the principle of confidentiality and the requirements of the Data Protection Act and GDPR are fully applied to the work of IDS
3. To actively promote Health and Safety in all aspects of your duties relating to colleagues, customers, contractors/ consultants and external agencies.

4. To be aware of risk in the area of business for which the role holder is responsible and to report any risk to the appropriate person in accordance with risk management.

**Please note**

This is the description of the job as it is constituted at the date shown. It cannot cover every issue or task that may arise within the post at various times and the postholder will be expected to carry out other duties from time to time which are broadly consistent with those in this document.

IDS reserves the right to periodically review the job profiles in line with strategic organisational aims. This will be conducted by the appropriate line manager in consultation with the postholder with aim of reaching agreement where possible.

Any job description provided to you by the organisation will not form part of your contract of employment unless specified otherwise.

**Values**

The Industrial Dwellings Society have identified 3 key behaviours and values which should be demonstrated by all IDS employees.

**Trust**

acting as **One Team**

being **Agile**

## PERSON SPECIFICATION: Rental Income Officer

### Experience and qualifications:

- Experience of working in a rent/Income environment with some knowledge of arrears management.
- Experience of customer facing role delivering excellent customer service.
- Experience of working with a social housing provider desirable
- Experience in working with specialist service providers to support signposting.
- Experience in assisting tenants to make online claims for Universal Credit and apply for direct payments where needed desirable.
- Experience in high levels of financial acumen – be able to understand financial information.

### Skills and Knowledge

- Ability to working within a collaborative team environment to deliver solutions.
- Excellent written and verbal communication skills
- Well organised, work independently and able to make empowered decisions.
- Ability to deliver services in line with service level agreements or service standards.
- Ability to manage risks and make sound judgements, whilst not being risk averse
- Demonstrable experience of using the full suite of Microsoft packages
- Knowledge of Housing Law and current issues desirable.

### Attributes:

- Transparent and open, acting with integrity and able to build high levels of trust.
- The ability to have a flexible approach to work
- Committed to diversity and inclusion.
- Champions innovation and encourages ideas.
- Resilient and able to work under pressure.
- Collaborative and inclusive.
- Actively role models and champion the IDS vision, values, and purpose.