

## Role Profile

<b>Job title:</b> Housing Officer (Income Management)
<b>Department:</b> Income Management
<b>Reports to:</b> Service Manager
<b>Grade:</b> 6
<b>Staff responsibility:</b>

## Organisational Structure



## Job Purpose

To deliver the Association's income management function.

## Key Accountabilities

- To provide appropriate support and income maximisation advice to customers and ensure that that timely & pro-active enforcement action is taken where rent payment obligations are not met.
- To provide a general benefits advice service to all tenants
- To support tenants when making an application for Universal Credit
- To liaise with the Department of Works and Pensions (DWP) to ensure all information required is available for the processing of a claim for Universal Credit and to arrange direct payment of Housing Costs, where appropriate
- To provide a debt counselling service, or refer to an appropriate agency, to tenants in relation to rent payments and arrears control
- To adhere to the Customer Services team policies and procedures at local level.

- To represent the Association's interests in all dealings with outside agencies or authorities
- To contribute to and take forward Income Management Service Improvement Plans to deliver improved performance
- To work closely with the Tenancy Services Officers to ensure that the customer receives a seamless service. This will include providing cover for the Housing Officer (Tenancy Services) where required and carrying out duties of the Housing Officer (Tenancy Services).
- To deliver services in a consistent manner.
- To deliver the Income Management service provided at local level and ensure that enquirers, applicants, tenants, residents, sharing owners and client agencies are dealt with professionally and courteously.
- To have knowledge and understanding of the Association's policies and procedures and to ensure their consistent implementation at local level. To be sensitive to the policy needs of all applicants, tenants and client agency groups, which include the elderly, the disabled, people with learning difficulties and the able bodied.
- To contribute to the development and review of the Association's policies and procedures
- To identify training needs through Working Together and one to one meetings, identifying suitable courses and agreeing attendance of these with Service Manager
- To provide a high level of customer service when dealing with internal and external customers
- To provide relief cover for other staff as required
- To contribute to and further develop means of effective information and communication with colleagues and customers, such as CHAT; external website; newsletter (Cairn Attention) ; leaflets etc.
- To adhere to the Associations Health & Safety Policy
- To carry out any other reasonable tasks as required
- To carry out the role using the core values of the organisation as guidance

## Person Specification

### Education

- Higher education / professional qualification attainment e.g. HND, degree is preferable but not essential.

### Experience

- Extensive experience in a customer focussed service, and specifically tenancy arrears management processes and procedures. Line management / supervisory experience would be advantageous.

### Knowledge

- Relevant housing legislation and welfare benefit system and regulations.

## Skills and Abilities

Ability to assess, prioritise and organise workload effectively, to work under pressure and meet deadlines and performance targets.

### Essential

- Experience in delivering a customer focussed service
- Ability to assess, prioritise and organise workload effectively, to work under pressure and meet deadlines
- A valid driving licence and car available for work

### Desirable

- Member of CIOH or equivalent professional body
- Presentation skills

## Personal Qualities

- Ambition (is driven to do well, be effective, achieve, succeed and progress quickly through the organisation)
- Compliance (adheres to policies and/or procedures, or seeks approval from the appropriate authority before making changes)
- Delegating (appropriately designates responsibility and refers problems or activities to others for effective action)
- Developing others (develops subordinates' competence by planning effective experiences related to current and future jobs, in the light of individual motivations, interest and current work situation)
- Empathy (understands the feelings and attitudes of others and is able to put oneself in others' shoes).
- Innovation (is change-oriented and able to generate and/or recognise creative solutions in varying work-related situations).
- Integrity (maintains and promotes organisational, social, and ethical standards and values in the conduct of internal as well as external business activities)
- Listening (draws out opinions and information from others in face-to-face interaction)
- Communication (is proficient in both written and verbal communication)

## Core Competencies

- Put our customers first
- Strive for excellence
- Be accountable
- Think and act as 'one team'
- Demonstrate respect
- Achieve work/life balance