**Role Profile**

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| **Job title:** Income Assistant |
| **Department:** Tenancy Services |
| **Reports to:** Senior Housing Officer |
| **Staff responsibility:** None |

**Organisational Structure**

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| Head of Customer Service  Tenancy |

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| Area  Housing Manager |

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| Senior  Housing Officer |

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| Income Assistant |

**Job Purpose**

To provide a day-to-day financial accounting and administration service to ensure income management accounts are accurately updated.

**Key Accountabilities**

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| * To process rental income postings for Cairn and cover for ANCHO as required. * To process and maintain weekly and monthly direct debits for all income. * To liaise with Local Authorities / DWP in relation to Housing Benefit and Universal Credit schedules. * Liaise with colleagues to ensure efficient administration and communication is in place for rental income and postings to Open Housing. * Main point of contact in relation to the posting of rental income. * Processing of rent refunds. * To adhere to, the Customer Services team policies and procedures. * To contribute to and action Income Management Service Improvement Plans and service standards to deliver improved performance * To work closely with the Tenancy Services Team and provide generic administrative support as necessary. * To identify training and support needs through Cornerstone meetings and one to one meetings in discussion with the line manager. * To provide a high level of customer service when dealing with internal and external customers * To comply with the Association’s Health & Safety Policy and Procedures * To carry out any other reasonable tasks as required * To carry out the role using the core values of the organisation as guidance |
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**Person Specification**

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| **Education** |
| * Strong numerical skills * Good knowledge of IT applications – Microsoft Excel and Word |
| **Experience** |
| **Essential:**   * HNC in Accounting or at least 2yrs relevant experience * Strong numerical skills * Good knowledge of IT applications in particular Microsoft Office * Strong communication skills – both written and verbal * Close attention to detail * Good reasoning skills   **Desirable:**   * Membership of or willing to training towards AAT or HNC accounting qualification |
| **Knowledge** |
| * Previous experience in a Finance or Rental Income Department |
| **Skills and Abilities** |
| * **Customer Service** – Works with staff to understand their needs, and to address those needs appropriately, in a timely manner * **Numerical Expertise -** Demonstrates solid numerical understanding and logical approach. * **Teamwork –** Works collaboratively with others; promotes a positive climate, good morale and co-operation between team members * **Communication –** Presents verbal and written information, ideas and questions in a clear and understandable manner; responds appropriately to others. * **Results Orientation –** Works to achieve performance standards, expectations and desired outcomes   We will strive to achieve greater value for money in all you do.   * **Personal Effectiveness -** Knows own strengths and areas for development; demonstrates time management and personal organisation, commitment to learning, ability to use healthy coping strategies in working through change and transition. |
| **Personal Qualities** |
| * Adaptability * Compliance to policies and procedures * Flexibility * Learning ability * Communication * Ability to prioritise * Teamwork * Motivated * Numerical Reasoning |

**Core Competencies**

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