**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 ServiceTenancy  |

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| Area Housing Manager |

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| SeniorHousing 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
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| **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
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| **Knowledge** |
| * Previous experience in a Finance or Rental Income Department
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| **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.
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| **Personal Qualities** |
| * Adaptability
* Compliance to policies and procedures
* Flexibility
* Learning ability
* Communication
* Ability to prioritise
* Teamwork
* Motivated
* Numerical Reasoning
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**Core Competencies**

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