

**Job Description**

**1.** **JOB DETAILS**

**Job Title:** Income Team Assistant

**Location**: Bellshill

**Team/Directorate:**

**Responsible To:** Income Team Manager

**Responsible For:** N/A

# 2. JOB PURPOSE

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

### 3. KEY RESULT AREAS/PRINCIPLE DUTIES AND RESPONSIBILITIES

Deliver services to meet our agreed KPI’s and SLA’s and legislative requirements.

Perform effective data management to enable accurate reporting and monitoring.

Contribute to the effective partnership working across the group to ensure collaborative working and consistency of service.

Support Contact Centre colleagues during busy periods to ensure customers receive a consistently high level of customer service.

Undertake administrative duties to support the team and wider organisation.

Work closely with the Tenancy Services Team and provide generic administrative support as necessary to promote one team and assist the department in achieving service delivery goals.

Prepare and deliver efficient and accurate postings of rent payments to assist the Housing Officer to minimise income loss due to rent arrears.

Reconcile income received and maintain associated cashbooks to ensure that regulatory requirements are met.

Liaise with Local Authorities / DWP in relation to Housing Benefit and Universal Credit schedules to minimise delays with income postings.

Processing of rent refunds and other ad-hoc payments to ensure accurate records are maintained and to provide an efficient service to our tenants.

**3.2 Key Performance Indicators**

**Income collection**

**Customer satisfaction**

**Value for money**

**Tenancy sustainment**

**Learnpro modules**

# 3.3 Key Contacts – Internal & External

Internal staff

Cairn housing Group

Local authorities

DWP

RSL’s

New /Existing/ and former tenants

Tenant advocates/representative

Contractors

# 3.4 Health & Safety

* Ensure that Health and Safety guidelines and fire regulations are strictly adhered to
* Comply with safe working practices as defined by Cairn Housing Group
* Complete online training as and when required
* Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work
* Report any accidents, incidents or near misses as soon as reasonably practicable.

# 3.5 General

* Be aware of and adhere to Cairn Housing Group policies at all times
* Take part in progress/performance reviews throughout the year
* Cooperate with other Cairn Housing Group departments
* Attend training courses and complete online training modules as required to meet the requirements of the post
* Take responsibility for own personal development, seeking out opportunities to learn new skills
* Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role

**3.6 Other**

* Apply the Cairn Housing Group values and behaviours to every aspect of the role at all times
* Promote and maintain the brand standards of Cairn Housing Group

**JOB TITLE**

**Person Specification**

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| --- | --- | --- |
| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications and specific training | HNC in Accounting or 2-3years experience and willing to work towards this. |  |
| Experience | Experience in a Finance or Rental Income Department.  Experience of providing efficient administration within a fast paced environment  Experience of delivering excellent customer service | Experience of working for an RSL |
| Knowledge | Understanding of the customer service environment.  Housing practice and legislation.  Solid numerical understanding and logical approach. | Working knowledge of housing management systems such as Capita, CXM, Pimms,  Understand current legislation in the housing sector and welfare reform |
| Skills | Prioritisation and Time Management  Good communication skills |  |
| Personal attributes | Team player.  Accountable  Adaptable  Compliance to policies and procedures  Flexible  Learning ability  Ability to prioritise  Motivated  Numerical Reasoning  Courteous  Innovative.  Respectful |  |
| Additional requirements | There may be some travel between offices  Flexibility to work in other departments/offices  Attain a basic Disclosure Check |  |

**Job Description and Person Specification Agreement:**

**The above job description is not exhaustive but an indication of the duties the post holder may undertake and will be subject to review.**

**Post Holders Signature: Date:**

**Managers Signature: Date:**