

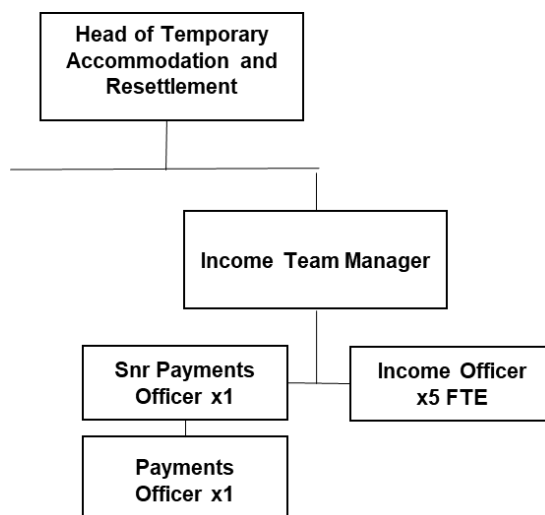
JOB DESCRIPTION

Job Title	Income Officer
Department	Housing Needs
Section or Service	Temporary Accommodation and Resettlement
Grade	Grade E

DESIGNATION:

Responsible to:	Income Team Manager
Employees directly supervised (if applicable):	None

Family Tree



JOB PURPOSE:

To be responsible for the collection of accommodation charges and to ensure arrears are reduced and income is increased. Work includes making contact with applicants by letter, telephone and home visits, troubleshooting, supporting applicants to make benefit claims, developing relationships with support agencies and close liaison with other teams with the Housing Needs service

1. DESCRIPTION OF DUTIES:

The post is responsible for a portfolio of services which may be altered from time to time but currently includes responsibility for;

- Provide advice and support when needed to enable customers to resolve problems and remain in their home

- Collection of income and full management of customer accounts, managing cases that need further action e.g. court action
- Manage and monitor cases where a Notice to Quit has been issued and to commence possession proceeding once expired
- To undertake work associated with DIY possession
- Work closely with the Council's legal team to monitor possession cases; to ensure RBKC are charged correctly, and that service level agreement timescales are adhered to
- To ensure that high levels of service and customer satisfaction are maintained
- Provide a supportive, yet firm approach to service delivery with the aim of minimising arrears whilst assisting our customers to sustain tenancies
- Establish customers reason for rent arrears and work them to tackle the reasons for non-payment
- Monitor rent accounts to ensure residents in arrears are contacted promptly and payment due are taken or a mutually agreeable arrangement made and monitored
- Initiate legal proceedings, attend court and evictions as necessary
- Manage and refund rent credits when required
- Manage and identify write offs for management approval
- Maintain working relationship with welfare benefit teams and other agencies to help customers manage their finances and debt related issues
- Update and manage financial arrangements for storage and removals
- To create and maintain accurate records of the service to ensure compliance with reporting arrangements and provide management with the information required to monitor performance and service standards in accordance with Council policy and the legal framework.
- To develop and maintain a positive relationship with clients, resident organisations, council officers, housing providers, advocates, elected members and other stakeholders to ensure high levels of customer satisfaction are achieved.
- The post holder is required to take reasonable care for the safety and health of themselves and others who may be affected by their acts; and to work with management to comply with service procedures and protocols and with RBKC's Health and Safety Policy and all guidance, instructions and risk assessments. In particular, the jobholder is required to attend training relevant to their post in order to ensure their health and safety responsibilities are met.
- To understand the value of information to the council and to contribute to good information governance by keeping information safe, accurate and up to date and available to those who need it. The post holder must abide by the council's information governance policies.
- To undertake any duties appropriate to the grading of this post, as requested by Income Team Manager, Head of Temporary Accommodation and Resettlement or another manager within the Housing Needs Service.

SELECTION CRITERIA/PERSON SPECIFICATION

Job Title:	Income Officer
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Conditions to Note:

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Values & Behaviours

The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours.

A	Equal Opportunities Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.
B	Qualifications
C	Skills; Experience and Attitude Essential: • Knowledge of public sector housing issues. • Knowledge of rent arrears issues and ability to implement arrears procedure to maximise client income • An understanding of the government's agenda on homelessness and welfare reform. • Customer service experience with the ability to deal with clients in stressful situations in a firm manner • Strong verbal and written communication skills including the write letters, emails, reports, and procedures using plain English. • Ability to professionally communicate and negotiate effectively with residents, colleagues and workers in other agencies. • Ability to keep accurate records. • Ability to manage a varied and demanding workload, show initiative, make decisions, and to provide a consistently high quality of work with limited supervision. • Ability to assess and communicate service issues and problems and identify and cost appropriate responses and solutions. • Experience of working in a financial environment and dealing with client income arrears

	and Housing Benefit recovery. • Ability to take responsibility for managing and taking a pro-active approach towards own workload and tasks. • Ability to monitor and improve client and Housing Benefit income recovery. • Ability to produce statistics and reports as required. • Experience of using computer packages including finance applications. • Experience of dealing and liaising with solicitors, advice agencies and client advocates
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Our Values & Behaviours	
D	PUTTING COMMUNITIES FIRST • We put local people at the heart of decision making in everything we do. • We seek to include and involve: all voices matter. • We provide quality services that are responsive, effective and efficient. The following examples are indicators of effective behaviour: • I actively involve and include the communities that I serve in my work. • I shall reflect the views of the communities in my daily work. • I shall improve the service I provide through seeking feedback from others. Our residents will feel that: • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input
E	RESPECT • We listen to everyone and value the personal experiences of people in our communities and of each other. • We adopt a fair, and involving approach regardless of any way in which an individual is different to us. The following examples are indicators of effective behaviour: • I adapt my approach to take account of all differences and cultures in the community and with colleagues. • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. • I communicate in a way that is respectful, encourages involvement and meets people's needs. Our residents will feel that: • I feel my culture and background are respected.

	• I have confidence that action is being taken. • I feel I am being treated fairly.
F	INTEGRITY • We act with openness, honesty, compassion, responsibility and humility. • We let people know what we are doing and communicate why and how decisions have been made. The following examples are indicators of effective behaviour: • I demonstrate empathy in my interactions with others. • I am honest and transparent about the decisions I take. • I follow through on the actions I say I will take and take ownership for communicating the outcome. Our residents will feel that: • I am told when something is not possible and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued
G	WORKING TOGETHER • We work together and in partnership with everyone that has an impact on the lives of our residents. • We want to understand, learn from each other and continually adapt. The following examples are indicators of effective behaviour: • I work with others to provide an effective service for residents, local communities and other departments within the Council. • I seek ways to work with other departments to deliver a seamless service and find opportunities to improve. • I seek out opportunities to learn from my colleagues and build on good practice. Our residents will feel that: • I can get my issue resolved without being passed around departments. • I find it easy to access the services that I need. • I feel the Council is open to new ideas.