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| **Income Management Officer** |
| **Department:** Housing Team | **Reports to:** Income & Service Charge Manager |
| **Direct Reports:**  None |
| **Main purpose of the Job/Summary of Role*** To ensure an efficient and effective rent and service charge collection and debt recovery service for Outward.
* To provide advice to tenants and, where applicable their representatives, regarding their obligations to Outward and their entitlement to welfare benefits.
* To work closely with supported housing officers and support staff in order to sustain tenancies and assist residents to live independent lives.
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| **Responsibilities*** Maximise receipt of rent and service charge income by ensuring that housing benefit claims are set up and maintained, monitoring rent accounts and taking steps to recover arrears. This will include liaising with housing benefit and support providers, negotiating repayment agreements and providing welfare benefit advice and debt advice to tenants where needed.
* Be responsible for the collection of rent and service charges on your allocated patch and carry out debt recovery actions including management of former tenants’ arrears.
* Maintain the electronic rent system ensuring that all actions and communications regarding rent payments and arrears are fully recorded and records are kept fully up to date.
* To keep abreast of legislation, regulations, and Outward’s policy and procedural framework that affect charges, benefits and entitlements.
* With approval from the Income & Service Charge Manager prepare and serve Notices of Intention to Seek Possession documents and where necessary, prepare court action reports and attend court.
* Take responsibility for the new tenant sign up process liaising with partner agencies to ensure that the process is carried out efficiently in order to minimise voids. This includes the preparation of tenancy agreements, handbooks and Information packs for new tenants.
* Explain the terms of the occupancy agreement to new residents at the point of sign up and support them to understand their rights and obligations under that agreement.
* Provide advice and guidance to support and housing department staff and where the new tenant sign up process has been devolved.
* Work collaboratively with supported housing officers and support staff to address and resolve rent and service charge payments and arrears.
* Develop and maintain proactive relationships with advice agencies and other statutory and voluntary organisations to ensure that appropriate support and advice is available to residents.
* Attend liaison meetings with Housing Benefit when required.
* Ensure that all administration connected with tenancy termination is completed and all systems updated.
* Assist with the administration of annual rent increases. Including amending Direct Debits and liaising with local authority HB departments and with residents to adjust standing orders.
* Develop and maintain good working relationships with Newlon Housing Trust and other partner landlords.
* Maintain appropriate records and administrative systems in relation to this role and prepare reports for the Income Team Manager and Assistant Housing Director & Facilities when required.
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| **Scope/Additional Responsibilities** * Promote and implement the Outward Equal Opportunities Policy in all aspects of the post holder’s work and dealings with outside bodies.
* Participate in regular supervision and annual appraisal, attend training and meetings as required and contribute to identifying your own job related development and training needs
* To work responsibly and appropriately with due regard to confidentiality, data protection and commercially sensitive information.
* To undertake your role in a professional manner maintaining a high quality standard of work, and to always work in accordance with the aims, values and ethos of Outward.
* Undertake any other duties commensurate with the general level of responsibility of the post as required by the Income & Service Charge Manager or Assistant Housing Director & Facilities.
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**Person Specification**

**Income Management Officer**

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| **Criteria** | **Essential** |
| Skills | * Ability to build and maintain positive relationships with a range of internal and external partners.
* Ability to write clear, concise letters and reports
* Ability to plan and organise own workload and meet deadlines
* Good IT skills
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| Knowledge & Experience | * Experience of general administration and record keeping including electronic records.
* Ability to develop collaborative partnerships to promote joint working, best practice and consistency of service delivery
* Experience of working under pressure in order to meet specific targets
* Experience of effectively managing and responding to complaints.
* The ability to provide welfare benefit and debt management advice.
* The ability to attend court and represent the landlord at DIY possession hearings.
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* Ability to establish and maintain housing benefit claims and negotiate arrears repayment agreements with tenants.
* Able to plan and organise own workload and meet deadlines
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| Other | * An understanding of and, commitment to equal opportunities in service delivery and employment.
* A good understanding of the supported housing sector and the delivery of housing related support.
* An understanding of and commitment to resident consultation and involvement.
* The ability to work both as part of a team and independently.
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|  | **Desirable** |
|  | * Front line experience of rent collection and account monitoring
* Experience of using CX rent accounting system or similar
* Experience of presenting rent arrears cases in court
* Experience of DIY court possession proceedings
* Knowledge of Housing Law
* A working knowledge of welfare benefits
* A good understanding of the supported housing sector and the delivery of housing related support
* Experience of signing up tenants.
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