

JOB DESCRIPTION

JOB TITLE:	Income Officer
LOCATION:	Newlon House, London, N17
SALARY:	£36,282 pa plus eligibility to participate in the Performance Related Pay Scheme
REPORTING TO:	Income and Investigations Manager

JOB OBJECTIVES

The Income Officer will provide an efficient and reliable credit control and debt recovery service to the organisation.

SPECIFIC TASKS AND RESPONSIBILITIES

<u>Key Tasks and Responsibilities</u>		<u>Performance Standards</u>
1.	To provide an effective and efficient debt recovery service to the organisation.	<ul style="list-style-type: none"> • Prompt and consistent action taken to recover arrears of existing, former tenants and other sundry debts including court appearances and evictions. • All calls and enquiries handled in accordance with policies and procedures. • Adherence to process and compliance with policies, procedures, codes of practice, manuals and initiatives, legislation and Housing Corporation rules and regulations • High level of accuracy • Attention to detail • Performance indicators being met. • Liaison taking place in relation to Housing Benefit and Universal Credit cases. • Negotiating agreements to pay. • Attending home visits, evictions and tenant meetings in line with Newlon's lone working policy.

<u>Key Tasks and Responsibilities</u>		<u>Performance Standards</u>
2.	To pursue the collection of current and former tenant's debts by referring and liaising with debt collection agencies, and processing accurate and up to date administration records and systems.	<ul style="list-style-type: none"> • All administrative records and information processed promptly and accurately. • High degree of accuracy regarding the location and content of information. • Information relating to tenants, clients and other customers maintained confidentially • Management information produced accurately and timely performance indicators being met
3.	To provide effective customer services which meet Newlon's quality standards.	<ul style="list-style-type: none"> • Trained and competent to deal with calls and enquiries. • Attentive to detail • Prompt, appropriate action taken to resolve complaints. • Performance indicators being met.
4.	To take personal responsibility for financial aspects of own areas of work including preparing write offs for board, resident services meetings and for the chief executive.	<ul style="list-style-type: none"> • Own areas of work carried out with accuracy and in a timely fashion. • Liaison with internal and external customers, solicitors, and other agencies carried out with due regard for Newlon policies and procedures and legislative requirements • Performance indicators being met.
5.	To contribute to the effective running of the Housing Directorate.	<ul style="list-style-type: none"> • Implement and comply with all Newlon policies and procedure including equal opportunities, customer service standards and health and safety. • Participate effectively in meetings. • Provide assistance to the Senior Income Investigations Officers and Income and Investigations Managers and contribute to team tasks.

<u>Key Tasks and Responsibilities</u>		<u>Performance Standards</u>
6.	To identify and appeal Housing Benefit and Universal Credit overpayments and liaise with relevant departments on these matters and arrange repayment where appropriate.	<ul style="list-style-type: none"> • Effective liaison with tenants and internal officers • Prompt, appropriate action taken to deal with overpayments • Attention to detail • High level of accuracy
7.	To provide a high level of service and promote good working relationships with other departments and Partners.	<ul style="list-style-type: none"> • Effective and efficient liaison with the finance dept and rent processing team to ensure prompt and correct posting of payments into rent accounts. • Close working with Lettings team including providing short notice assistance and advice with detailed affordability tests, sign ups and on occasion, viewings. • Provide prompt advice in relation to starter tenancy reviews and tenancy conversions. • Work closely with the service charge team regarding changes and adjustments to service charges. Assistance with service charge letters and the detailed checking thereof at key times of the year, and once loaded onto orchard/database. Notifying partners of new service charges and providing breakdowns of such to ensure prompt payment of service charge through benefit reassessment. • Work closely with the Service Resolution Team to provide information in a timely way to resolve complaints and ensure compensation payments are paid. • Daily liaison with Customer Service team, in relation to the handover of phone calls, identifying vulnerabilities and safeguarding issues, and making referrals for assessments, chasing up repairs to ward off complaints /challenges during litigation re disrepair and Homes (Fit for Human Habitation) Act 2018.

8.	Provide a versatile and innovative income recovery service in order to accommodate the constantly changing legislation and welfare changes.	<ul style="list-style-type: none"> • Be able to judge each case on its merits and provide innovative ways to accommodate the changes in the benefits system especially in relation to Universal credit and the transition from Housing Benefit and other welfare reforms. • To represent Newlon at peer group and partner meetings, such as UC forums and borough liaison meetings, making valid contributions and influencing decisions. • Promote the work of the Financial Inclusion Team and make referrals as appropriate. • Actively applying for Discretionary Housing Payments and or other funding when residents face hardship involving making persuasive and relevant additional information when making applications on behalf of the tenant.
	To contribute to maintaining an effective work-place	<ul style="list-style-type: none"> • All aspects of corporate policies, such as Health and Safety, Diversity, Sustainability and Data Protection adhered to • Newlon Gold values of customer service (responding to requests being clear and checking you got it right) applied to internal and external customers • Objectives of reliability, consistency, speed and awareness built into all activities • Newlon Gold behaviours of working together, solving problems, taking ownership and customer focus built into all activities • Collaboration across teams actively promoted at all times

No job description can cover every issue which may arise within the post at various times and the post-holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.