

JOB DESCRIPTION

Job Title:	Income Management Officer
Service / Department:	General Needs
Reports To:	Income Management
Responsible For:	N/A
DBS Check:	Enhanced

Job Purpose:

At Salvation Army Homes, we are dedicated to providing comprehensive, good quality housing services, support and resettlement.

The Income Management Officer will deliver an effective rent income collection and recovery service in accordance with legislation, Salvation Army Homes policies, performance standards, targets and customer satisfaction requirements.

They will also ensure that all residents adhere to their tenancy conditions regarding rent payment, receive advice on financial inclusion and benefit entitlement and that appropriate recovery action is taken where necessary to maximise rental income.

Main Duties and Responsibilities:

- Maximise rent collection and to enforce related tenancy conditions with an emphasis placed on early intervention, benefit advice and supporting customers financial inclusion.
- Monitor tenants' rent accounts and take prompt action in accordance with Salvation Army Homes rental income management procedures to prevent the accumulation of debt and homelessness.
- Provide advice on housing and other welfare benefits to customers and assist them in maximising income and benefit entitlement.
- Keep up to date with changes to legislation and in particular the impact of Welfare Reform on both tenants and the organisation.
- Assist vulnerable customers through referring to internal and external support or debt management agencies, where appropriate, to ensure that tenancies can be sustained, and customer's needs are met.
- Prepare timely and accurate reports on arrears case and prepare all relevant Court papers.
- Conduct interviews and/or undertake home visits to customers in connection with matters relating to rent payment and the recovery of arrears.
- Liaise with Neighbourhood Managers to ensure the delivery of coordinated and efficient services to each resident. Including updating household records on Salvation Army Homes IT systems.
- Be involved in new tenancy visits so that the customer is given advice on what their responsibilities are in respect of rent payment as well as any benefit and debt management advice that they may initially need.
- Administration of payment methods including online, phone, payment cards and Direct Debits including creation and relevant amendments based on payment arrangements.

- Close liaison with colleagues in the finance team, ensuring former tenant arrears are identified and pursued promptly to maximise income collection before tenancy termination.
- Maintain appropriate and accurate records to comply with statutory and service wide reporting requirements.
- Proactively monitor and report to the Senior Rent Income Officer in respect of service delivery, performance indicators and targets.
- Share knowledge, learning and best practice with the team and to maintain an up to work with other agencies and departments such as Housing Benefits, DWP, Solicitors and the Courts in delivering an efficient and effective service.
- Work closely with Finance and the Customer Services teams to ensure any rent related issues/requests are promptly actioned.
- Adopt a customer-first approach, ensuring that customers are treated with respect and courtesy and experience an accountable service.
- Adhere to corporate standards of customer care in respect of answering correspondence, telephones and complaints and working to a “right first time” methodology
- Undertake any other duties commensurate with the position as designated by the line manager.

Related Activities:

- Fulfil the role by being adaptable and flexible to the overall activity that is necessary to be successful and effective.
- Responsible for fulfilling duties in relation to health and safety, that are relevant to their role, as set out in the Health & Safety Policy.
- Participate in essential training, role related training and to work in accordance with all relevant Salvation Army Homes regulations including, for example the Code of Conduct, Equality, Diversity and Inclusion, Safeguarding, Health and Safety and Information Security.
- Fully align with Salvation Army Homes values and behaviours and to adopt an ‘advantaged thinking’ perspective through language, conduct and behaviour.

PERSON SPECIFICATION

Qualifications and Memberships:

Educated to A-level or equivalent and ideally holds Chartered Institute of Housing (CIH) level 3 or above.

Aptitudes and Abilities:

- Excellent literacy and numeracy levels.
- Excellent written and verbal communication skills.
- Confident and capable communicator with the ability to inspire, engage and challenge
- Ability to use a computer, eg Microsoft packages and capacity to successfully navigate support packages used by Salvation Army Homes.
- Knowledge of public sector housing issues.
- Knowledge of rent management issues and experience in preventing and reducing rent arrears.
- Understanding of housing and welfare benefits.
- Customer service experience and the ability to engage with challenging customers
- Ability to draft letters and reports to a good standard.
- Ability to communicate and negotiate effectively with customers, colleagues, and partner agencies.
- Ability to keep accurate case records.
- Ability to work with minimum supervision, show initiative and make decisions.
- Flexible approach with a “can do attitude”
- Demonstrable empathy with the client group

Experience and Interests:

- Knowledge of housing legislation, good practice and current housing issues specifically in relation to rent recovery.
- Awareness of Benefit and Welfare Reform Legislation.
- Previous experience of income collection within a housing environment.
- Experience of dealing with customers in one-to-one situations.

Values and Behaviours:

To be successful in this job you need to be fully aligned with our values and behaviours, along with working as part of #OneTeam, helping Salvation Army Homes achieve our mission. Our values and behaviours mean a lot to us. They help define how we should all work, what we're here for and this helps us to stand out from other providers and employers.

S	Servant Leadership — we help people thrive	Have we given our audience everything they need to succeed in their next step?
P	Passion — we love our work	Have we spoken boldly and with confidence? Have we spoken out rather than stayed silent?
I	Inclusion — this is a team effort	Have we kept our communication simple and to the point? Have we used clear, accessible English?
R	Respect — we show respect for all	Have we given our audience credit for their intelligence? Have we advocated for our residents?
E	Empowerment — we have trust	Have we given the right context to our message? Has our communication been story-driven?