

Northumberland County Council
JOB DESCRIPTION

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| Post Title: Senior Income Officer | | Director/Service/Sector: Place, Housing & Public Protection, Housing Services | | Office Use JE ref: 3530 |
| Band: Band 7 | | Workplace: | | |
| Responsible to: Income Manager | | Date: November 2018 | Manager Level | |
| Job Purpose: <ul style="list-style-type: none">Assist in the day to day management of the Income Team, delivering a high performing , customer focused Service across all geographical areas.Assisting in the delivery of the operational functions of the team , including Income collection, rent recovery, recovery of former debt, rechargeables and service charges. Ensure all appropriate legal action is instigated and followed in accordance with the Councils policies and procedures and Government Legislation..Assist team members in day to day case management issues which arise and provide direction in complex cases.Assist the manager in ensuring quality of work and ensure workload is effectively managed in the absence of the Manager . Assist in the improvement of services and assist in the development of policies and procedures.Responsible for maximising income including the physical collection and administration of rent, electricity and water payments for the GRT sites and ensuring that these are met by residents.Assist in developing new initiatives, reviewing existing practices and contributing to the broader development and growth of the service functions and drive a performance culture with a focus on continuous improvement, accountability and personal responsibility. | | | | |
| Resources | Staff | Assist in the management of the Housing Service Income team with direct responsibility for Income Assistants | | |
| | Financial | Ensure processes and procedures are efficient in order to maximise rental income and minimise rent loss across the service.Assist in the recovery of all monies owed including rent , rechargeables, former debt and service charges. Ensure appropriate action is instigated to minimise loss of income. | | |
| | Physical | Shared responsibility for the safe keeping of valuable and confidential documents e.g. personal financial and benefit documentation to analyse this information to apply to Income Management processes and day to day management of the Council's housing stock containing complex corporate data. .Abide by all information governance and related requirements. | | |
| | Clients | Shared responsibility for the general wellbeing and safety of those who use the service and the general public. Assist with the development and implementation of policies, procedures and services. | | |
| Duties and key result areas: <ol style="list-style-type: none">Co-ordinate the work of a team of Income Officers to ensure efficient and effective Housing services are provided to the required standards across all areas including GRT sites.Plan, schedule and allocate work to achieve set quality and performance standards ensuring that all staff fully understand their role.Ensure the effective management of team workloads in the absence of the Income ManagerCarry out appraisals and regular 121's for Income AssistantsAssist the Income Manager by ensuring quality case work through auditing, monitoring and other quality checking.Assist in creating a culture of payment amongst customers and work collaboratively with all Income team members to ensure income is maximised and debt for customers is minimised.When required, attend Court hearings, and evictions.Assist to identify staff development needs, help to arrange training and act as coach and mentor as appropriate.From time to time, deliver specific services taking responsibility for allocated customer groups, activities or transactions as assigned by senior staff.Assist to develop policy, procedures, deliver strategies, promotion and funding initiatives to bring the service's business plans and objectives into effect.From time to time, undertake investigations and projects under the direction of senior members of staff and in accordance with service standards.Contribute to the maintenance of effective management and communication systems within the service in conjunction with senior colleagues. | | | | |

13. Maintain appropriate legal documentation and work records to the required service standards, observing data protection, privacy and confidentiality rules and procedures.
14. Meet all operational PI's and targets for the Income team, provide performance information and produce management reports as required.
15. Assist the Income Manager in recruiting new members to the team when required.
16. Assist the Income Manager in monitoring relevant budget headings to ensure effective spend against established targets.
17. Liaise and arbitrate with tenants, elected members, clients, support services and Directorates of the County Council
18. Represent the interests of Housing Services and the County Council at public meetings, district or parish council meetings, public enquiries etc.
19. Attend meetings on behalf of the Income Manager as required .
20. Support the Team when dealing with customers with high vulnerability issues and dealing with sensitive information in relation to an applicant or family's circumstances for example serious DV case and cases of a sexual nature and other Safeguarding cases..
21. Keep up to date with legislation, regulations and good practice associated with the role.
22. Promote the Council internally and externally so as to ensure a positive image and a highly motivated workforce.
23. Promote the service by advising on and developing information and publicity material
24. Initiate opportunities for customers and staff to work together ensuring encouragement to assist in the shaping of housing services.
25. Work with colleagues across the Council to ensure a seamless service is provided to all customers
26. Conduct risk assessments and ensure that they are understood and rigorously followed to ensure healthy and safe working practices.
27. To act in any role allocated in the Council Emergency and Business Continuity Plan when required.

The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

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| Transport requirements: | Travel to work sites, area offices or training venues throughout the County on a routine basis and further afield on occasion. |
| Working patterns: | Normal working week, Monday to Friday, with early mornings, occasional evening, weekend, emergency call out work and Bank Holiday working |
| Working conditions: | Standby or call out arrangements may apply. Significant exposure to difficult situations involving customer complaints and disputes. |

Northumberland County Council
PERSON SPECIFICATION

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|---|---|------------------|
| Post Title: Senior Income Officer | Director/Service/Sector: Housing Services | JE ref: 3530 |
| Essential | Desirable | Assess by |
| Qualifications and Knowledge | | |
| <p>A good standard of education to NVQ Level 4 or equivalent</p> <p>In depth working knowledge of the main operational, procedural and practical issues relating to Housing Management</p> <p>An understanding of the key health and safety issues relating to the service.</p> <p>In-depth working knowledge of professional theory, practice and procedures.</p> <p>Knowledge of current international laws, regulations, policies, procedures, trends, and developments.</p> <p>Commercially aware and understands the relationship between costs, quality, customer care and corporate performance assessment.</p> <p>Demonstrates an awareness and commitment to proactive customer care and services.</p> <p>Evidence of ongoing personal development.</p> | <p>A relevant management qualification or Degree</p> <p>A relevant housing qualification.</p> | (a), (i) & (r) |
| Experience | | |
| <p>Experience in applying a range of relevant supervisory methods, tools and techniques.</p> <p>Experience in working collaboratively with service users.</p> <p>Experience in engaging effectively with others and building productive partnerships.</p> <p>Experience of implementing and monitoring safe systems of work to comply with Health and Safety policies.</p> <p>Experience of managing finance and staffing resources to deliver services within agreed budgets.</p> | <p>Experience in using Google applications.</p> <p>Understanding of client/contractor relationships</p> <p>Operational Risk Management</p> <p>Experience in conducting staff appraisals.</p> <p>Experience in a particular relevant specialist area.</p> <p>Supervising staff and their productivity.</p> | (a), (i) & (r) |
| Skills and competencies | | |
| <p>Effective IT skills and able to use ITC to achieve work objectives.</p> <p>Ability to prepare concise and accurate risk assessments.</p> <p>Ability to plan annual work schedules for multiple teams and have the ability to vary these at short notice</p> <p>Prepares written, verbal and other media that are rational, convincing and coherent.</p> <p>Effectively expresses own views using appropriate means depending upon the audience.</p> <p>Numerate and able to prepare business related statistics.</p> <p>Applies a methodical approach to problem solving.</p> <p>Negotiation skills and able to persuade others to an alternative point of view.</p> <p>Remains calm and logical in stressful and difficult situations.</p> <p>A strong corporate orientation and a commitment to tackling issues in a non-departmental manner.</p> <p>Dependable, reliable and keeps good time.</p> <p>Models and encourages high standards of honesty, integrity, openness, and respect for others.</p> <p>Helps create a positive work culture in which diverse, individual contributions and perspectives are valued.</p> <p>Proactive and achievement orientated.</p> | <p>Skilled in the use of Google</p> <p>Committed to continuous professional development</p> <p>Committed to continuous service improvement</p> <p>Strong interpersonal skills with the ability to build excellent working relationships</p> | (a), (i) & (r) |

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| Able to apply own initiative to overcome day-to-day operational problems. | | |
| Physical, mental and emotional demands | | |
| <p>Normally works from a seated position but with regular need to walk, bend or carry items.</p> <p>Need to maintain general awareness with ongoing periods of enhanced concentration.</p> <p>Extensive contact with public/clients in dispute with the County Council.</p> <p>Ability to deal with situations and information which may place significant emotional demands on the postholder.</p> | | (a), (i) & (r) |
| Other | | |
| <p>Able to meet the transport requirements of the post.</p> <p>Able to work outside of normal office hours including weekends, evenings and early mornings.</p> | | (a) & (i) |

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits