

Northumberland County Council  
**JOB DESCRIPTION**

<b>Post Title:</b> Income Officer	<b>Director/Service/Sector</b> Place, Housing & Public Protection, Housing Services		<b>Office Use</b>
<b>Band:</b> Band 6	<b>Workplace:</b>		<b>JE ref:</b> 3533
<b>Responsible to:</b> Income Manager	<b>Date:</b> January 2019	<b>Manager Level:</b>	<b>HRMS ref:</b>
<b>Job Purpose:</b> <ul style="list-style-type: none"> <li>● Responsible for providing a high quality,comprehensive debt recovery service to maximize the Council’s Housing rental and service charge income.</li> <li>● Responsibility for representing NCC Housing Department at County Court and work closely with the Estate Management Team.</li> <li>● Responsible for ensuring that the administration and recovery of council rents is conducted effectively and efficiently in accordance with all legislative requirements.</li> <li>● 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.</li> </ul>			
<b>Resources</b>	Staff	None	
	Finance	Day to day monitoring of rent arrears budget and actioning cases requiring attention .	
	Physical	Responsible for the safe keeping of valuable documents e.g. financial and benefit documentation	
	Clients	Daily contact with Council tenants, Citizens Advice Bureau, staff in Revenues and Benefits and Council tax	
<b>Duties and key result areas:</b> <ul style="list-style-type: none"> <li>● To lead in specialist area of council rent arrears recovery and enforcement,</li> <li>● To contribute to the development and implementation of measures to mitigate the impact of Welfare Reform/Universal Credit</li> <li>● To initiate and implement rent payment campaigns.</li> <li>● To carry out home visits to tenants at their property to discuss rent accounts or to serve legal possession documents.</li> <li>● To develop a trawling method to ensure all accounts are checked on a regular basis to ensure early prevention of arrears.</li> <li>● To take operational responsibility for the management and delivery of a comprehensive rent recovery service for a specific geographical area.</li> <li>● To negotiate repayment agreements with tenants and take corrective action where such agreements are not maintained.</li> <li>● To negotiate voluntary wage deductions with tenants and their employers in order to achieve regular rent payments.</li> <li>● To process credit and debit card payments from customers for rent payments</li> <li>● To ensure that tenants are able to maximise their income by ensuring take up of any entitlement to welfare benefits.</li> <li>● To assist tenants with the completion of Housing Benefit Claims, ensuring that they are aware of what they need to provide in order to have their claim processed and to liaise closely with the Housing Benefit Team to highlight claims requiring urgent attention.</li> <li>● To prepare and serve Notices of Seeking Possession and, in the cases of Introductory tenants to determine the appropriateness of the service of Notices of Termination and or Extension.</li> <li>● To represent NCC Housing at County Court hearings, managing the legal process from start to finish, working with solicitors where required, This includes: <ul style="list-style-type: none"> <li>● Possession Claims On-Line</li> <li>● Preparation of Evidence for Court</li> <li>● Serving of court paper</li> <li>● Pre-court visits to advise tenants of action and to obtain admission of facts / means report</li> <li>● Attendance at court</li> </ul> </li> </ul>			

- Liaise with the DWP and residents regarding Universal Credit, carry out assessments where possible and give appropriate advice and assistance for timely and full rent payments.
- To attend any additional court hearings when necessary and to fully prepare evidence files for such cases. In cases where for example an application has been made by a tenant to suspend eviction warrant
- To take timely action in accordance with the recovery timetable against tenants who default with their payments.
- Attend all evictions with the Bailiff
- Assist in the procurement of bailiff and other services as required.
- To deal with members of the public, welfare rights agencies and Money Advice agencies regarding customers with financial and/or personal difficulties.
- To deal with other external professional agencies e.g. courts, solicitors, bailiffs, Official Receiver and Insolvency Practitioners.
- Exchanging orally and in writing complex and contentious information with a range of audiences, including non specialists and assisting in the compilation of recovery claims.
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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**

Transport requirements:	Full valid driving licence
Working patterns:	Flexible
Working conditions:	

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**PERSON SPECIFICATION**

<b>Post Title:</b> Income Officer	<b>Director/Service/Sector:</b> Housing Services	Ref: 3533
<b>Essential</b>	<b>Desirable</b>	<b>Asses s by</b>
<b>Knowledge and Qualifications</b>		
<ul style="list-style-type: none"> <li>● Good standard of education to NVQ Level 3 or equivalent</li> <li>● In depth working knowledge of professional theory, practice and procedures</li> <li>● In depth working knowledge of housing law and current housing issues specifically in relation to rent recovery.</li> <li>● In depth working knowledge of Benefit and Welfare Reform Legislation.</li> <li>● Understands the diverse functions of a large complex public organisation.</li> <li>● An active awareness of and active interest in the current issues facing the service.</li> <li>● Understands the relationship between costs, quality, customer care and performance and actively monitors progress within the Department.</li> <li>● Actively undertaking ongoing continuous professional and personal development.</li> </ul>	<ul style="list-style-type: none"> <li>● Evidence of on-going personal development</li> <li>● A relevant housing qualification or equivalent.</li> </ul>	
<b>Experience</b>		
<ul style="list-style-type: none"> <li>● Extensive enforcement experience in a rent or revenues environment</li> <li>● Experience in applying relevant enforcement methods, tools and techniques</li> <li>● Experience of dealing effectively with others</li> <li>● Competence in using Microsoft Office, Oracle applications, word processing, spreadsheets and database systems.</li> <li>● Thorough knowledge and experience in a relevant context and service.</li> <li>● An active desire to provide effective customer centred services.</li> <li>● Experience of working under pressure, being creative to solve complex issues within diverse communities</li> </ul>	<ul style="list-style-type: none"> <li>● Court prosecutions</li> <li>● Experience of collaborative working</li> <li>● Experience of building partnerships</li> <li>● Experience of setting targets and monitoring performance</li> </ul>	
<b>Skills and competencies</b>		
<ul style="list-style-type: none"> <li>● Excellent Interpersonal skills to develop effective working relationships with a diverse client range.</li> <li>● Able to deal effectively with confrontational/threatening situations</li> <li>● Effective IT skills and ability to understand and develop the use of ITC to achieve work objectives.</li> <li>● Confident and competent in expressing own views and an active participant in internal and external meetings.</li> <li>● Persistence in applying a methodical approach to problem solving.</li> <li>● Negotiation skills and able to persuade others to an alternative point of view.</li> <li>● Numerate and able to analyse complex business related statistics.</li> <li>● Ability to organise and plan own workload.</li> <li>● Ability to work independently and on own initiative, able to make decisions when needed out on site</li> </ul>	<ul style="list-style-type: none"> <li>● Court prosecution skills</li> </ul>	(

<ul style="list-style-type: none"> <li>• Ability to write reports as necessary</li> </ul>		
<b>Physical, mental and emotional demands</b>		
<ul style="list-style-type: none"> <li>• Generally works from a seated position with regular need to walk, bend or carry items.</li> <li>• Need to maintain general awareness, with lengthy periods of enhanced concentration.</li> <li>• Regular contact with public/clients in dispute/negotiation with the County Council..</li> <li>• Regular contact with vulnerable clients from a complex backgrounds</li> <li>• Working in a highly pressured and stressful environment on a regular basis</li> <li>• On occasions may be subject to potential threats of physical violence</li> </ul>		)
<b>Other</b>		
<ul style="list-style-type: none"> <li>• Hold a valid driving licence and have use of a vehicle</li> </ul>		