SOUTH ESSEX HOMES

JOB DESCRIPTION

SECTION Housing Services
TITLE Specialist Income Management Assistant
SALARY £21,693 - £24,657
DATE May 2018
RESPONSIBLE TO Specialist Income Management Manager

As an Income Management Assistant for South Essex Homes you will be responsible for assisting with the day to day provision of an excellent, customer focused Specialist Income management service for residents.

You will actively contribute to developing and delivering the services in accordance with the objectives of the Company.

You will work across all aspects of the Company’s operations to ensure achievement of key objectives. Income Management Assistants will assist in contributing to initiatives intended to grow the business and the continued development and sustainability of South Essex Homes.

DUTIES AND RESPONSIBILITIES

The Income Management Assistant will be expected to undertake any duties consistent with their role as a Specialist Income Management Assistant within the organisation.

Ensure compliance with performance, quality and service standards, policies and procedures and ensure the highest possible standards of service to tenants in relation to income collection;

Ensuring achievement of optimum performance and delivery of corporate and group objectives;

Ensure compliance with delivering on local performance plans and targets to ensure that South Essex Homes meets top quartile performance;

Ensure compliance with delivering service improvements consistent with the organisations objective of delivering excellent services;

The Income Management Assistant will support the Income Management Manager in cross functional working as required to deliver customer focused and value for money services at all times and specifically:

1. To play a full part in the provision of a local, responsive, Specialist Income management service as part of the Specialist Income Management Team.
2. To assist the Income Management Officers to monitor all current accounts in arrears from the notice stage, and to take appropriate action in accordance with the policies and procedures.

3. To assist the Income Management Officers to monitor all former tenant accounts in arrears, and to take appropriate action in accordance with the policies and procedures.

4. Work in full partnership with the Community Development Team to ensure effective rent arrears procedures to minimize debts and maximize recovery.

5. Work in full partnership with the Tenancy Management Teams to ensure effective rent arrears procedures to minimise debts and maximise recovery, and provide excellent customer service and satisfaction.

6. Promote and process direct debit payments, including cancelled, unpaid and indemnity claims.

7. To be aware of all relevant Housing Legislation and welfare benefits and advise tenants accordingly.

8. To provide assistance to the Leasehold and Right to Buy Officer as required including dealing with enquiries from Leaseholders and processing Right to Buy applications.

9. To deal with incoming telephone calls, and personal callers to the office.

10. To interview tenants both in the office and at their homes.

11. To compile reports where necessary, maintain tenancy records and ensure replies to correspondence and enquiries are responded to within set timescales.

12. To be responsible for processing incoming and outgoing post.

13. To process credit refunds.

14. To prepare documentation for legal action, including Notices of Seeking Possession, Court paperwork and eviction notices as directed by the Income Management Officers /Manager

15. To assist in the production of performance information.

16. Attendance at evictions as required.

17. Provide general administrative support to the whole Specialist Income Management Team.

18. Develop relationships with other organisations, especially Southend-on-Sea Borough Council, and maintain and review effective links with other departments, outside agencies, statutory and voluntary agencies.

19. Assist by providing relevant background information to the Income Management Manager to ensure all complaints are handled effectively and efficiently and within the timescale laid down in the complaints procedure.
20. Ensure compliance with meeting performance targets for key aspects of the service, ensuring at all times that statutory performance standards are complied with.

21. Follow and promote South Essex Homes equal opportunities policy as it relates to the carrying out of all duties attached to the post.

22. Follow and promote South Essex Homes safeguarding policies and procedures as it relates to the carrying out of all duties attached to the post.

23. Ensure compliance with the Company’s standing orders and financial regulations.

24. To attend any training sessions as directed by the Specialist Income Management Manager.

25. Use and operation of the Company’s computer systems as required.

26. To provide cover for other members of staff as required.

27. For the better performance of the tenancy service the postholder will be expected to liaise and co-operate fully with any other officer of South Essex Homes or Southend Borough Council or other relevant statutory and voluntary bodies, as appropriate.

28. The job description is current at the date shown above. In consultation with you, it is liable to variation by management to reflect or anticipate changes in or to the job.

*It is South Essex Homes’ requirement that an enhanced disclosure from the Criminal Records Bureau is obtained for the holder of this post. A copy of the council’s policy statement on the recruitment of ex-offenders and safekeeping of disclosure information is available on request.*
PERSON SPECIFICATION

POST: SPECIALIST INCOME MANAGEMENT ASSISTANT

The following criteria outline the skills, experience, knowledge and qualifications required by a specialist income management assistant. All criteria are considered to be essential except where indicated otherwise.

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<th>ESSENTIAL</th>
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<td>PHYSICAL ATTRIBUTES</td>
<td>Able to climb stairs (up to 15 floors)</td>
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<td>Able to use lifts</td>
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<td>Not afraid of heights</td>
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<td>ATTAINMENTS/ QUALIFICATIONS</td>
<td>Minimum of 3 GCSEs (including English Language and Maths) minimum of 1 year income management or tenancy management experience</td>
<td>Has attended relevant training courses</td>
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<td>GENERAL INTELLIGENCE</td>
<td>Knowledge of Housing Law/Welfare Benefits and debt advice.</td>
<td>Evidence of further study</td>
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<td>Working knowledge of rent arrears monitoring and systems.</td>
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<td>Able to show the ability to work on own initiative</td>
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<td>SKILLS</td>
<td>Focuses on customer satisfaction and delivering a quality service to the agreed standards.</td>
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<td>Able to demonstrate a common sense attitude to often complex situations.</td>
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<td>Can think analytically and can make rational, realistic and sound judgments.</td>
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<td>Able to show the ability to work on own initiative and as part of a team.</td>
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Experience of working to and achieving set targets.
Can adapt and respond well to change.
Can manage pressure effectively and cope well with setbacks.
Can follow directions and procedures.
Able to handle difficult and aggressive customers.
Manages time effectively and is punctual.
Can plan ahead and work in a systematic and organised way.
Experience of standard IT packages: Word, Excel, Access, Outlook
Conducting customer interviews.
Developing and maintaining systems.
Ability to seek out and understand the expectations and needs of customer/clients.

**CIRCUMSTANCES**
- Able to get around the borough
- To be able to work outside of normal office hours as required.

**DISPOSITION**
- Assertive
- Empathetic
- Friendly
- Communicative
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<td>Able to cope under pressure</td>
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