

**Role Profile**

**The purpose of this document is to give a high-level description of the role, to enable you to have a reasonable understanding of what are the main activities and objectives. In addition, the person specification indicates the skills and experience that you will need to be successful in this role.**

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| **Job Title:** | Income Assistant | | |
| **Directorate:** | Customer | **Department:** | Housing |
| **Reports to:** | Income Manager | | |
| **Line management responsibility:** | None | | |
| **Budgetary responsibility:** | None | | |
| **Prepared by:** | Customer Director | | |
| **Date:** | January 2025 | | |

**Overall team / department purpose:**

The Customer Directorate is committed to delivering high-quality front-line housing services. We take a proactive approach, always putting customers at the centre of our work. By collaborating with our customers and community partners as well as continuously seeking improvements in how we work, we aim to be recognised by our customers as a trusted and reliable landlord.

**Overall role purpose:**

The Income Assistant is responsible for supporting the Income Management Team by focusing on the collection of former tenant arrears, sundry debts and chargeable repairs. This involves taking steps to recover monies owed to us by engaging proactively with customers.

**EDI Accountabilities:**

* Actively take accountability to make sure all Colleagues and customers feel included. Challenge your decisions – “am I being inclusive”
* Challenge poor behaviour of others and promote best practice.
* Participate and support in the implementation of the EDI strategy and improvement programmes.
* Listen to, value, and respond to the views and ideas of others and appreciate differences in cultures, backgrounds, needs, and choices. Ensure you treat all people equitably, taking into consideration difference, and with dignity and respect.

**Key working relationships:**

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| **Who?** | **How?** |
| Internally | |
| Line manager | Keep fully informed and escalate as appropriate.  Obtain support and guidance on cases. |
| Other teams across Brighter Places | Work together with others to find effective solutions.  Gather information to support the collection of money owed. |
| Externally | |
| Our customers (current and former) | Acknowledge and log customer feedback.  Engage proactively with customers to recover monies owed to us and support them in repaying this to us. |
| Contractors and Service Providers | Engaging with contractors and service providers to ensure we can evidence charges we are seeking to recover from customers. |

**Key role responsibilities:**

* **Service Delivery**
* Manage the collection of former tenant arrears, ensuring timely and effective recovery of other outstanding debts such as chargeable repairs.
* Collect sundry debts including charges and fees owed by customers
* Provide information to customers on support them with repayment plans.
* Provide advice to customers on debt advice and refer customers to third parties for additional support.
* Manage payment plans for former tenant arrears, chargeable repairs and sundry debts and take action where payments are missed
* Ensure all debt collection complies with regulatory and legal requirements
* Work closely with the Income Team and other colleagues where current tenants have debt to ensure a joined up approach to managing debt with us.
* Support complaint investigations by providing information.
* Communicate with customers to understand their concerns and provide regular updates on the status of their feedback.
* **Customer Engagement:**
* Create a high standard of service, ensuring customers feel heard and respected.
* Foster a culture of empathy and responsiveness within the team.
* Support resident involvement and community development events and consultations.
* **Compliance and Reporting:**
* Ensure compliance with all relevant regulations and organisational policies.
* Audit and ensure accurate records of all customer information.
* Support the preparation of reports detailing the team’s performance.
* **Data Management and Protection:**
* Ensure all data related to complaints is managed in compliance with data protection regulations, including GDPR.
* Regularly review and audit data entries to ensure accuracy and completeness.
* Implement and maintain data protection measures to safeguard customer information.
* **Continuous Improvement:**
* Identify opportunities to improve the service to customers and work with colleagues to deliver these.
* Participate in training and development activities.

**Responsibilities for us all:**

* Work with all our colleagues, customers and stakeholders in a collaborative and supportive way that reflects our Values.
* Demonstrate a commitment to value for money and high-quality customer service in all that we do.
* Be an ambassador for the organisation, representing Brighter Places in a positive manner and creating a positive impression with all internal colleagues and all external customers and stakeholders.
* Contribute to Brighter Places being a diverse and inclusive organisation.
* Act at all times within laid down guidance and requirements in our Rules, Policies, Procedures, Standing Orders and Financial Regulations, the Code of Conduct and Colleague Handbook.
* Participate in learning and development activities that develop personal effectiveness and assist in improving performance in the role and in your team.
* Be flexible to change within the organisation when necessary and provide assistance, if required. Undertaking any other duties as may reasonably be required in line with the level of responsibility of the post and in order to meet the changing needs of the organisation.

**No role profile can be entirely comprehensive, and the post holder will be expected to carry out such activities that are required and are broadly consistent with the above role profile. Role profiles are subject to continuous review and will be updated on an ongoing basis subject to management discretion. Significant changes to the role will be discussed with job holders.**

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| **Values and Behaviours** | |
| **We are human** | We listen to people’s stories so they never feel like a cog in the machine. We keep our minds open and always take time to empathise and understand the needs of our communities, anyone who works with us and anyone who asks us for help. We treat people with respect and honesty. We collaborate with other organisations to achieve our goals and we trust each other. |
| **We bring it** | We think big. We work hard to achieve our goals and we’re always ready for the next challenge. We bring everything we’ve got to everything we do – so we can build the best communities possible. |
| **We speak truth** | We trust each other and we’re honest. Our working community is blame free and supportive. This means we can make mistakes, own them, and learn from them without fear. We are open with the people we serve and we keep the conversation going. |
| **We belong** | We believe in diversity, equity, dignity and the freedom to be. Whoever you are, wherever you’re from and whatever your life story, you have a place in our communities. You are valued and you belong. |

**Person Specification**

|  | **Essential** | **Desirable** |
| --- | --- | --- |
| **Education & qualifications** | * Educated to A-Level standard or equivalent. | * Relevant qualification in customer service, housing management or a related field * Debt management training/qualification |
| **Experience, knowledge &  understanding** | * Experience in recovery of money * Knowledge of welfare benefits and providing advice on it * Experience in managing complex and sensitive issues * Engaging with colleagues to resolve customer concerns * Experience in utilising data systems, processing data and updating records in written and numerical format | * Knowledge, experience or understanding of working with people with complex needs * A good knowledge of current best practice in social housing * Experience in managing former tenancy arrears, sundry debts and chargeable repairs. |
| **Skills & abilities** | * Excellent communication and interpersonal skills with a variety of audiences * Strong problem solving * Highly organised * Ability to put the customer’s needs at the centre of service provision and a commitment to customer care * Ability to work in a team as well as on own initiative * Ability to prioritise work and deliver to tight deadlines | * Experience of working in the social housing sector or similar |
| **Personal characteristics** | * Empathetic * Patient * Adaptable to change * Can do attitude * Keen eye for detail * Resilient and able to handle challenging situations calmly * Motivated to deliver for our customers * Discrete and maintains confidentiality and handles sensitive information with care * Collaborative and creates a supportive work environment * Proactive and self-motivated, with a continuous improvement mindset |  |
| **Other** | * A flexible approach to working hours to support resident engagement or community development events. | * Ability to travel independently to visit customers and properties. Pool cars are available. |