

## ROLE PROFILE

<b>Job family</b>	<b>Community Engagement</b>	<b>Role profile number</b>	<b>CEO8-1089</b>	<b>Grade H</b>
-------------------	-----------------------------	----------------------------	------------------	----------------

**Job purpose:** Assist customers / visitors to utilise a facility or service, providing advice and information.

Grade H posts will be required to undertake research and analyse information to provide recommendations to both internal and external stakeholders. Grade H posts are higher in 'Contacts & Relationships' and 'Creativity & Innovation' with increased impact from decisions made compared with grade G posts. This level of post is common across the organisation as an entry level post within the field where postholders will be working towards a relevant professional qualification.

<b>Factor</b>	<b>Relevant Job Information</b>
Supervision and/or Management of People	No full management of a team but will be required to monitor the quality and quantity of the work of others. Will provide advice, guidance and support to colleagues / volunteers to ensure whole team achievements are met. May be required to project manage a team or specialist staff across service areas and external partners.
Indicative qualifications	HNC or equivalent experience/skills. ITQ 2 or equivalent skill and ability. Working towards relevant professional qualification.
Knowledge and Skills	High level of relevant and practical experience acquired on the job. An advanced understanding of relevant procedures and working practices. Advanced knowledge of specialist function relevant to service area. Excellent ICT skills including use of Microsoft applications and specialist systems Good communication and interpersonal skills. Good customer service skills with experience of resolving customer enquires in the relation to the service area. Experience of working with the public in a customer facing / contract role. Relevant practical experience working as part of team to meet service standards, targets and deadlines Good planning and organisational skills, with proven ability to use initiative, prioritise workloads and achieve deadlines Good Literacy and numeracy skills Proven experience in the competent and safe use of complex equipment relevant to the role.
Creativity and Innovation	Work on own initiative to manage own activities and contribute to longer term activities / plans. Creativity and problem solving is a feature of the job, exercised within general guidelines of the service area. Provide an effective and professional service to customers / visitors to enable them to access and utilise services, resources, facilities and / or information safely and securely. Provide advice to customers / visitors concerning the service(s) available. Keep up to date with developments in area of responsibility. Receive, discuss and resolve customer queries and complaints. If necessary, refer complex or serious issues. Support and develop volunteers as required Contribute to the delivery of projects as part of a project team. Support improvements in own area through recommending improvements in procedures / process Create documents and other materials to support / promote the service area Monitor and report on service standards / budgets as required, within own service area. Assist with the preparation and submission of bids for short and long term funding / income.
Contacts and Relationships	Providing more specialist / professional advice and guidance where the situation and outcome are not straightforward or well established. Involves supporting or guiding colleagues / customers / stakeholders on issues relevant to the service area. Deal with people at all levels confidently, sensitively and diplomatically.

	<p>Be first point of contact on a range of queries from customers, visitors, volunteers. Will be dealing with challenging situations where influence could be required.</p> <p>Regular contacts will include: colleagues, managers, partners, customers, volunteers, members of the public, and stakeholders.</p> <p>Co-operate with and support colleagues, supervisors and where relevant volunteers</p>
Decisions – Discretion & Consequences	<p>Work is carried out as directed and following the framework of accessible guidelines and processes.</p> <p>Decisions are made based on a range of established practices</p> <p>The consequences of the decisions will have a material effect on the service.</p> <p>Undertake inspection and /or maintenance of site / facility /tools / equipment as required</p> <p>Monitor activities; identify and address any problems, incidents, safety or security issues within remit of role, escalating as appropriate</p> <p>Take appropriate action to ensure the security of information / items and / or the facility.</p> <p>Review own work to check for accuracy and completeness</p> <p>Support promotional events and activities as required.</p>
Resources	Little or no responsibility for physical or financial resources
Work Demands	Work subject to interruptions and at times may be competing demands of work priorities
Work Environment	<p>Work may involve some physical effort.</p> <p>Work potentially involving some risks due to nature of activities being provided and / or environment or public / customers.</p> <p>May involve lone working and dealing with anti-social behaviour.</p>
Our Identity	<p><a href="#">Our Identity</a> sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire.</p> <p>All of us are expected to demonstrate the elements of <a href="#">Our Identity</a> in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working</p>
Health & Safety	All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager
Equalities	Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via <a href="#">the whistleblowing policy</a> .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary.

## ROLE DESCRIPTION

<b>Role description:</b>	Housing Income Officer	
<b>Role profile family:</b>	Community Engagement	
<b>Role profile number and grade:</b>	CE08-1089	Grade H
<b>Number of posts:</b>	6	
<b>Service/Team:</b>	Housing Income, Operations	
<b>Reports to:</b>	Housing Income Manager	

### Job Family overview

#### Community Engagement job family overview:

Provision of assistance, instruction and information to groups and individuals using Council services and facilities

- Facilities reception
- Provides information to the public
- Advice and support to use services, resources and community facilities
- Regular interface with public with a 'customer' emphasis
- Promotion and encouragement to use facilities/services

### Service / function context

The overall responsibilities of the service/function are:

The Housing Operations group delivers day to day operational resources, financial control, business planning, income management and performance management for the landlord service. The team is responsible for maximising income from rents, service charges, insurance, rechargeable works and this post provides a focus on the collection of rent and arrears with an emphasis on arrears prevention. The team also has embedded a financial inclusion officer and tenancy sustainment service and works closely with housing benefits, DWP and external resources to support tenants who may face financial hardship and debt problems.

## Job Purpose

To manage a caseload of rent arrears, rent credits and housing benefits overpayment accounts as directed by the Housing Income Manager. To take action to recover the debt in accordance with the Department policy and procedure. To offer advice to help increase customers' ability to repay outstanding debts, supporting tenants making benefit claims and to monitor repayment agreements.

Income officers take responsibility for all arrears and officers will provide specialist debt and welfare benefit advice to support the repayment of arrears. Where this fails income officers will represent the council in court in obtaining an orders for possession and ultimately execute warrants to evict people from their home.

Specific duties and responsibilities include:

- Manages own workload effectively and efficiently- Works in a systematic and ordered manner that ensures accurate and speedy retrieval of information and data for the purpose of preparing reports or notices
- Keeps accurate records and data for the purpose of monitoring and management information. Maintains and updates appropriate and accurate records to provide the manager and others for monitoring and performance issues.
- Is able to communicate verbally with others in a manner that explains technical issues simply. Responds to customer and others enquiries, making sure that important points have been understood and response appropriately to further enquiries or clarification requests.
- Manage allocated caseload of tenant rent arrears with an emphasis on early intervention action; by interviewing and encouraging repayment of the debt by voluntary agreement, providing specialist debt and budgeting advice, ensuring that income is maximised through the welfare benefit system.
- Maintain regular contact with the tenant until the debt is discharged in full or possession is obtained through the County court and a warrant for eviction. Ensure that procedure is adhered to in terms of the process followed to commence recovery action in accordance with the Departments policy. To ensure that everything has been done to provide the appropriate advice and support to the tenant to enable them to pay their rent.
- Provide and use an effective administration system for all income management. Support the Senior Income Officer by processing and filing all proformas and associated letters required to serve Notice Seeking Possession, Notice to Quit and applying for Possession Hearings and Eviction Warrants
- Keep up to date with and apply a variety of welfare benefit knowledge. Be able to provide appropriate advice and support to tenants about how to maximise their income from welfare benefits and be able to assess entitlement to those benefits.
- Possess excellent communication skills and adheres to the Council's corporate standards of customer care in respect of answering correspondence, telephones visiting people in their homes and complaints.
- Writes letters, correspondence and basic reports that are clear, accurate and well-structured that are easily understood by others. Respond promptly and effectively to enquiries or complaints with regards to rent matters in accordance with Council policies. Responds to customer and others enquiries, making sure that important points have been understood and response appropriately to further enquiries or clarification requests.
- Possess and uses good understanding of IT systems. Maximises the use of information and communications technology to support services and deliver efficiency improvements. Maintains up to date knowledge of systems and applications.

## **Enquiries and complaints**

- To assist in responding to enquiries from Councillors and MP's. To formulate and draft responses to Ombudsman enquiries which relate to the service area; and deal with official complaints.
- Maintain an effective monitoring system to ensure that responses to Councillor MP letters are dealt with inside target times.
- To promote openness, transparency and the democratic process.
- To ensure that all enquiries and complaints from members of the public relating to service delivery, rent procedures, estate management and housing maintenance services are dealt with in a prompt and fair manner.
- Attends Court hearings to provide evidence and represent the Council on individual Possession Hearings and where applications for Variation Orders and suspension of Eviction Warrants are being heard.

## **Cross service working**

- Working with other service areas such as Housing Benefits, Financial Inclusion and Social Care to deliver seamless services to our shared clients.
- To develop joint working relationships with inter agencies(e.g. mental health or care services) to allow a partnership approach to be adopted to problem solving in both support issues and debt problems.

## **Reporting and Briefing**

- The post holder will be responsible for a geographic patch of around 1800 properties for which they will be responsible for the collection of around £7m of rent. On a daily basis they will make decisions about when to intervene with legal action in accordance with the councils policy and will use their discretion on the information they are provided by tenants. In serious cases of rent arrears the post holder will choose between alternative courses of action e.g. acceptance of repayment offers or an eviction. The post holder will attend the county court on behalf of the council and will be expected to be able to respond to the evidence and Judges queries in court.
- The post holder may be called upon to deputise for the Housing Income Manager in periods of absence due to leave this may occur several times per year
- The postholder may be required to lead or support projects such as:
  - Developing the new IT system so that it works for housing rent control in Wiltshire
  - Developing or amending policies relating to rent collection and arrears management
- Faces daily risk from angry and upset tenants and to unpredictable behaviour of members of the public

## **Specific requirements for this post:**

- Fluent in English

## Person Specification

Specific qualifications, knowledge, and skills required for this role:

### Essential

#### Qualifications (Competence level – Practitioner)

- Membership of the Chartered Institute of Housing or Royal Institute of Chartered Surveyors. Educated to HNC in housing, estate management or related subject and / or equivalent relevant experience

#### Knowledge

- Knowledge or experience of managing rent arrears or working in a debt recovery function.
- Good working knowledge of welfare benefits
- 
- A proven track record of multi-agency work
- Initiating contacts and making effective contribution to meetings
- Dealing with demanding and challenging people in difficult/sensitive situations.
- Understand data protection and confidentiality and the need for accurate and timely recording
- Techniques of mediation and conciliation
- Understanding of current social housing policies and initiatives

#### Skills

- Reasoning skills
- Accuracy and attention to detail
- Good team worker who can work collaboratively with others
- Communication skills, verbal and written
- Ability to provide a high standard of Customer Care
- Ability to work under pressure
- Demonstrates a desire to achieve results and work to high standards
- Time management and ability to prioritise workload
- Efficient and effective
- Excellent customer care and interpersonal skills
- Negotiation and diplomacy skills
- Planning and organisational skills
- Innovative and enthusiastic
- Analytical and judgmental skills
- Physical skills – full/clean driving licence
- Good computer literacy skills
- Advisory and co-ordination skills
- Good decision making skills
- Makes effective use of network and inter agency contacts

### Desirable

- An operational knowledge of public sector (or Registered Social Landlord) generic housing management, including a working knowledge of current housing legislation and practice, and the appropriate statutory provisions
- Good knowledge of housing benefit and also managing personal debt problems and the use of income and expenditure assessments
- An operational knowledge of the court system, including the preparation and presentation of tenancy breach cases and actions for rent arrears at the county court
- Good knowledge of legal methods of recovery
- Have carried out property inspections
- Previous experience working in social housing management

### Career graded posts

This post does not form part of a career grade.

- 

### Supporting information

#### Driving classification

##### Occasional driver

A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.

##### Regular Driver

Must hold a valid UK driving licence (with no more than 6 penalty points) and have access to either their own car or a pool car in order to undertake the duties of the role unless other forms of transport are available and viable to perform the role, including public transport. Or a reasonable adjustment has been agreed.

##### Required Driver

Must hold a valid UK driving licence (with no more than 3 penalty points) and will drive a vehicle supplied by the Council in order to undertake the duties of the role.

Employees should refer to the Corporate Driving at Work policy for further information.

#### Political restriction

This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party.

This role is not politically restricted

Professional fees and related occupational costs	
As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council	<input type="checkbox"/>
This role does not have any professional or occupational membership requirements	<input checked="" type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)	
This role will be engaged in ‘regulated activity’ providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an <b>Enhanced</b> DBS check before appointment can be confirmed.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a <b>Standard</b> DBS check	<input type="checkbox"/>
The role requires a <b>Basic</b> DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.	<input type="checkbox"/>
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	<input checked="" type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check	<input checked="" type="checkbox"/>
This role is not subject to a BPSS check	<input type="checkbox"/>

Clearances – Non-Police Personnel Vetting (NPPV)	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at <b>level 2*</b> . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed ‘secret’).	<input type="checkbox"/>
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at <b>level 3*</b> (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to “secret” level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).	<input type="checkbox"/>
This role is not subject to a NPPV check	<input checked="" type="checkbox"/>

<b>Safeguarding</b>	
<p>For all roles within Children’s Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council’s agreed child protection/vulnerable adults protection procedures will be followed.</p>	<input type="checkbox"/>
<p>For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults’ procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council’s agreed interagency safeguarding adults’ procedures will be followed, alongside implementation of the council’s disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.</p>	<input type="checkbox"/>
<p>For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council’s agreed child protection/vulnerable adults protection procedures will be followed.</p>	<input checked="" type="checkbox"/>