

## Job Description

<b>Job Title:</b>	Rent & Income Advisor
<b>Directorate</b>	Communities and Housing
<b>Department:</b>	Housing
<b>Location:</b>	Blaina, Blaenau Gwent
<b>Reports to:</b>	Income Team Leaders
<b>Date JD Agreed:</b>	June 2019

## Job Purpose

To collect and maximise income in line with Tai Calon's policy. Proactively engaging with tenants, offering support and advice. Collecting income in a timely manner to sustain tenancies.

## Core Responsibilities & Accountabilities

- Responsible for providing a robust pre tenancy service to ensure the tenancy is affordable and sustainable.
- Responsible for rent accounts in a geographical patch ensuring regular review of charges, appropriate procedures are installed for non-payment up to court action.
- Ensuring tenants are advised about rent payments and given general financial and benefit advice with strong emphasis toward financial inclusion and maximising income with particular focus to Universal Credit
- Negotiating affordable payment plans and taking payments
- Influencing the tenant to take necessary steps and actions to resolve issues.
- Liaison with external bodies such as the Local Authority and DWP, challenging decisions and resolving problems.
- Contributing to the review and implementation of income recovery procedures having regard to best practice.
- Ensuring performance targets are achieved and maintained.

## Detailed Tasks

- Responsible for conducting Pre Tenancy Interviews for prospective & transferring tenants to assess affordability and address any support required to sustain the tenancy.
- Undertake regular review of individual rent and service charge accounts ensuring that appropriate procedures are installed for non-payment up to court action, including visiting tenants.

- Responsible for the service of Notice seeking Possession and any follow up actions to prepare the account for legal proceeding.
- Be proactive in the control of rent arrears by contacting tenants effectively and negotiating payment arrangements.
- Monitor and identify default payment arrangements including Suspended Possession Orders.
- Provide help with general enquiries and provide preventative advice on managing rent payments.
- Promote Direct Debit as the default payment method and calculate payments to take into account benefit entitlement and arrears balance.
- Advising tenants to maximise their income by assisting with benefit applications, accessing emergency discretionary funding and social tariffs to sustain tenancies.
- Liaise with organisations that provide support to vulnerable tenants such as Social Services, Domestic Abuse, Substance misuse and local health professions.
- Have a good knowledge of DWP legislation and the application of it such as Welfare Reform Act and Housing Benefit Regulations.
- Maintain a good working relationship with the Local Authority and Universal Credit Service Centre to support claims, challenge decisions and maximise income.
- Make discretionary decisions on managed payments for on going rent charges & arrears through Universal Credit to sustain the tenancy and avoid income loss.
- Regular review of Former Tenant Arrears accounts ensuring that appropriate procedures are followed.
- Tracing absconding tenants and conducting visits with regard to former tenant arrears.
- Recommending Former Tenant Arrears account write offs where appropriate.
- Assisting with the collation of performance data, completing tasks for end of year and implementing new financial year procedures.
- Assisting in special projects such as system development and testing and contributing to Business Solution processes.
- To provide relief cover for the rent collection service as and when necessary and be accountable for the cash.

### **Key working Relationships**

- All staff at Tai Calon
- Blaenau Gwent County Borough Council
- Department for Works and Pensions
- Welsh Water

- Support Services
- Food Bank Agency
- Partner Agencies

## Responsibilities for Resources

The job does not require any formal managerial responsibilities

## Work Environment

The role requires lone working and regular visits to tenants properties.

Dealing with sensitive and contentious issues in the tenants homes

Being able to make decisions on own judgement

On times, in stressful situations and having to deal with conflict triggering emergency procedures

To provide relief cover for the rent collection service as and when required

## Organisational Responsibilities

- Represent Tai Calon in a professional manner at all times.
- Ensure that all Tai Calon policies and procedures are adhered to.
- Comply with the Organisation's Health and Safety Policies and Procedures.
- Understand and demonstrate the principles of confidentiality
- Observe and continually promote the Tai Calon Community Housing's Equality, Diversity and Inclusion Policy
- To promote and continually work to Tai Calon's Service 1<sup>st</sup> values
- The duties and responsibilities are difficult to define in detail and may vary from time to time without changing the general character of the duties or level of responsibilities entailed. The post holder is therefore expected to undertake such other duties as may be requested provided the general character of the duties or level of responsibility does not change.

Essential	Desirable	PERSON SPECIFICATION	How Assessed		
		JOB TITLE: Rent and Income Advisor	Application Form	Interview	Practical
		<b>1. QUALIFICATIONS</b>			
✓		Educated to level 2 National Qualification Framework for England, Wales and Northern Ireland	✓		
	✓	Educated to level 4 National Qualification Framework for England, Wales and Northern Ireland	✓		
		<b>2. KNOWLEDGE</b>			
	✓	Knowledge of up to date legislation	✓	✓	
	✓	Knowledge of the social housing sector in Wales	✓	✓	
	✓	Knowledge of Housing Benefit or Welfare reform	✓	✓	
	✓	Knowledge of the law relating to income recovery	✓	✓	
		<b>3. EXPERIENCE</b>			
	✓	Experience within a similar role of similar responsibilities	✓	✓	
	✓	Experience of using Microsoft Office including Word, Excel & PowerPoint.	✓	✓	
	✓	Experience of using Northgate or a similar management system	✓		
	✓	Experience of working in a financial environment or arrears recovery or housing benefits or money advice.	✓		
	✓	Experience of dealing with tenants and the public within the RSL sector	✓	✓	
		<b>4. SKILLS</b>			
✓		Be able to demonstrate excellent written and verbal communication skills	✓	✓	
✓		Need to be tactful and show empathy		✓	
✓		Excellent people skills, very personable and able to develop good working relationships. Good team working skills		✓	

Essential	Desirable	PERSON SPECIFICATION	How Assessed		
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✓		Be able to network confidently and establish operational relationships with target groups, potential partners and external stakeholders.		✓	
✓		Well organised with an attention to detail to ensure effective work planning, prioritisation, multi-tasking and the meeting of deadlines of own work	✓	✓	
✓		Able to problem solve and makes sound judgements of decision when required.		✓	
✓		Negotiates effectively showing a willingness to find a common ground.		✓	
✓		Ability to prioritise and cope with pressure	✓	✓	
✓		Good numeracy skills		✓	
✓		Good IT skills	✓	✓	
	✓	Ability to interpret policies and procedure	✓		
	✓	Welsh Language Skills	✓		
		<b>5. ATTRIBUTES</b>			
✓		Tenant and customer focussed and commitment to Service First principles.	✓	✓	
✓		Demonstrates integrity and support for organisational values.	✓	✓	
✓		Committed to ongoing personal development	✓		
✓		Must be a self-starter, driven and enthusiastic		✓	
✓		Open to change and demonstrate a positive, solution focused attitude.		✓	
✓		Commitment to customer focused service delivery	✓	✓	
✓		Able to work on own initiative, think laterally, negotiate and develop creative and innovative solutions		✓	
	✓	Flexible, willingness to work outside of normal working hours	✓		

Essential	Desirable	PERSON SPECIFICATION	How Assessed		
		JOB TITLE: Rent and Income Advisor	Application Form	Interview	Practical
		6. Other			
✓		Will need to travel as part of the job, in a timely manner	✓		
✓		Requires Disclosure & Barring Service (DBS) check	✓		