

JOB PROFILE – Former Tenants Arrears Officer	Grade D
<p>Job Purpose</p> <ul style="list-style-type: none"> To assist the Senior Revenues Income Assistant in revenues billing and recovery with specific focus on former tenant income related matters. 	<p>Experience</p> <ul style="list-style-type: none"> Experience preferably in Revenues/Housing or other public sector finance areas. Experience of dealing with and solving a wide range of housing and income related matters including service charges and welfare benefit enquiries. Experience in dealing with customer enquiries. Computer literate. Proficient in use of keyboard and telephone. Ability to interpret information and make decisions on the basis of this interpretation. Methodical and organised approach.
<p>Functional Responsibilities</p> <p>Key responsibilities include:</p> <p>Page 11</p> <ul style="list-style-type: none"> Assists in the preparation and checking of cases in arrears. Uploading debts to third part debt collectors, entering payments and monitoring accounts To assist with financial inclusion and income maximisation including making appropriate decisions to ensure resolution or tenancy enforcement To improve rent collection and pursue any arrears at the supported schemes and liaise with supported housing staff and or other relevant agencies. To assist in the implementation and collection of service charges to all tenures receiving services. To liaise with all relevant agencies (e.g. CAB, Credit Union and Tamworthcan) regarding financial inclusion initiatives. To meet income management service standards in relation to prevention, enforcement and education matters. To advise and offer solutions to customers, often in challenging circumstances, in relation to the management of arrears. To ensure that income is maximized to the council and the customer by ensuring a robust approach to collection, enforcement, arrears prevention. To work with all internal and external partners to reduce debt to the council and customers, e.g. housing and welfare benefits. To assist the Tenancy Sustainment Manager in achieving HQN accreditation for income management To ensure the Council’s policy on safeguarding is adhered to. To use specialist software packages to input data, keep records, generate reports and produce a range of documents in word excel, Orchard and CAS making best use of IT resources. 	<p>Knowledge, Skills and Abilities</p> <ul style="list-style-type: none"> Knowledge of and understanding of all income related practices including service charges, housing benefit, welfare benefits and revenues legislation. Knowledge of housing related services and they impact on inter-relate with income maximisation. Knowledge of all related enforcement actions including the court processes & procedures. Knowledge of computerised systems. Good telephone and customer enquiry skills. Excellent organisational and communication skills. Ability to use keyboard and telephone. Methodical and organised approach. Ability to interpret numerical information. Ability to work alone and unsupervised using own initiative to resolve enquiries. Ability to manage priorities including those of the team. Be able to negotiate with colleagues at differing levels to resolve and ensure a prompt resolution of enquiries. Possess personal qualities such as tactfulness, diplomacy, and be self-assured under pressure. Able to communicate effectively with members of the Council, the general public and colleagues. Able to and understand and follow detailed working procedures. Have a can do approach that is focussed on problem solving and resolution to a set of complex issues. Proven numeracy and literacy skills.

<ul style="list-style-type: none"> • Undertake trace work as appropriate. • To ensure invoices for revenue and recovery documentation are accurate, despatched timely and produced in accordance with set procedures. • To ensure invoices for revenue and recovery documentation are accurate, despatched timely and produced in accordance with set procedures. • Assist in the Councils back office revenues collection function as required. • Maintains payments received from outside agents and ensures that payment is correctly allocated. • Ensures that all data is correctly recorded in line with procedures. • Provides assistance to other areas of the Division when required, including covering absences where appropriate, to maintain standards. • To undertake all corporate requirements on health and safety, equal opportunities, data protection, risk management and financial regulations. • 	<ul style="list-style-type: none"> • 3 GCSE's minimum or equivalent or demonstrated through work experience.
<p>Strategy/Policy Development</p> <ul style="list-style-type: none"> • None <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 12</p>	<p>Attributes</p> <ul style="list-style-type: none"> • Effective verbal and written communication skills. • Ability to undertake one off and routine tasks. • Ability to work as part of a team contributing to team work and team goals. • Ability to work on own initiative, organising and monitoring own workloads. • Ability to relate to people and deal with them in potentially difficult circumstances. • High degree of accuracy and attention to detail. • Effective customer care skills. • Ability to interrogate and accurately update on-line computer systems. • Commitment to highest levels of service delivery. • Tactful. • Ability to maintain appropriate confidentiality.
<p>Other:</p> <ul style="list-style-type: none"> • Any other reasonable duties commensurate with the grade and general nature of the post. • To undertake training as required including courses thought relevant by the council and anything required. • Attends unit/department meetings when required to enable the cohesion of the team and the consistency of target achievement. 	