

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Temporary Accommodation Income Officer	Grade:	Scale 6
Reports to (Designation):	Income Team Leader	Grade:	PO2
Directorate:	Housing Regeneration and Public Realm	Section:	Housing Services

Main Purpose of the job:

To provide an effective people focused income collection service to maximise income and minimise rent arrears of Lewisham Council residents.

Summary of Responsibilities and Personal Duties:

- Effectively and proactively, manage a case load of rent accounts, ensuring rental income is maximised whilst supporting residents to sustain their tenancies.
- Engage proactively with residents, over the phone, visiting them at home or conducting office interviews.
- Support residents to maximise their income by providing advice and assistance to ensure they are not financially excluded.
- Represent Lewisham Council in possession proceedings at County Courts.
- Keep accurate records in relation to arrears recovery action, complete documentation for legal cases and prepare reports to progress arrears cases in line with relevant Lewisham Council policies and procedures.
- Ensure all documentation and arrears actions are completed to timescales and are in line with the standards detailed in the income recovery policies and procedures.
- To attend evictions as and when required, completing an inventory of goods and arranging for removals and storage of goods.
- Work with external stakeholders such as Housing Benefit, DWP, Social Services and Housing Options to resolve issues and prevent rent arrears.
- Work with internal colleagues to resolve issues such as disrepair, succession or abandonment of property and prevent rent arrears.

- Ensure individual performance targets on a range of income collection and customer service standards are met and work collaboratively with colleagues to ensure team targets are met.
- Provide training and induction for staff and work placements on operational processes and practices.
- Maintain excellent customer service in all areas of work.
- Take responsibility for own learning and development.
- Comply with all Lewisham Council policies, including contractual standing orders, financial regulations and all HR policies and procedures including Health & Safety and Equality & Diversity.

This job description is not exclusive or exhaustive. It is intended as an outline indication of the areas of activity and can be amended in the light of the changing needs of the organisation.

Internal Contacts: These include but are not limited to:-
Managers and staff across Housing, health and adults and children's social care departments, Elected Members, staff in Housing Benefits team

External Contacts: External Contacts: This will include but are not limited to:-
Residents, voluntary sector organisations, and DWP.

To carry out the duties of the post with due regard to the Council's relevant codes and procedures.

All employees are required to participate in the Council's appraisal system and to undertake appropriate training and development identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder.

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff: Minimum 0

Title:

Number of partially managed staff: 0

Title:

Grade

No of posts

PERSON SPECIFICATION

JOB TITLE: Temporary Accommodation Income Officer **POST NO:**

DEPARTMENT: Housing Regeneration and Public Realm **GRADE: Scale 6**

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Knowledge

- Good understanding of the challenges facing Social Housing in regards to income collection and tenancy sustainment. **S**

Skills

- IT skills including use of Word, Excel, Outlook and database entry at an intermediate level. **S**
- Analyses well numerical, verbal data and all other sources of information. **S**

Experience

- A minimum of one year's experience of working in a frontline customer focused environment **S**

Professional Qualification and Education

- GCSE passes in Maths and English (or evidence of equivalent competence) **S**

Circumstances

- Able to travel to different sites / offices within Lewisham as and when required

DBS Disclosure Required? No Basic Enhanced

(Tick as appropriate – guidance available from your HR Advisor)

Physical

Generally candidates must meet the standard Lewisham requirements for the post