Role Profile

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| **Role Title:** | Rent Payment Officer |
| **Department:** | Income |
| **Role Purpose:** | The purpose of this role is to maximise Midland Heart’s income collection through the provision of a proactive and customer focused service by managing a designated workload and ensuring that rent and service charges are recovered in a timely and efficient manner. You will visit customers in their home to provide support and advice, and represent Midland Heart in possession proceedings at the County Court. You will also carry out abandonment checks and conduct viewings and new tenancy sign ups for your area. |
| **Reporting to:** | Area Manager - Income |
| **Responsible for:** | None |
| **Disclosure level:** | Basic |
| **Role Level:** | [Frontline Worker](file:///C:\Users\smithti\Downloads\B&S%20Framework%20Role%20Levels\1.%20Frontline%20Worker.docx) |

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| **Key Role Responsibilities** | To monitor rent accounts and complete pending actions on a weekly basis, raising an exception where action is being deferred.  Pro-actively contact customers using a variety of contact methods in order to negotiate affordable repayment agreements, paying particular attention to personal circumstances and level of income.  To update and maintain computer records of recovery action taken on Northgate, including payment arrangement information and payment methods.  Arrange to visit customers at home or make an office appointment to support them with making an application for benefits or other required support that will enable them to pay rent.  Responsible for managing use and occupation accounts, initially visiting customers at the dwelling they are occupying and gathering relevant information in order to make an informed decision on the route you will take.  Completion of legal instruction sheets, equality impact and proportionality assessments  Always have a positive approach to tenancy sustainability, ensuring information pertaining to the customer’s circumstances and income is gathered to ensure the relevant support can be offered or referrals made.  Carry out abandonment checks on properties where we believe the customer is no longer living there but has not given notice to end their tenancy.  Work with the lettings team to carry out viewings and sign-ups for new tenancies. Includes any follow-up work to support tenancy sustainment.  Follow up any new customers who fail to arrange a turn on and test appointment to initiate a gas supply to their property.  Review and resolve Use and Occupation Accounts, liaising with the customer, gathering information to make a direct offer, giving appropriate housing advice, and inspecting the property where required.  Arrange for credits to be refunded, ensuring relevant checks are completed with housing benefit/DWP for any overpayments of housing benefit or universal Credit.  Review cases from filtered reports on a weekly basis. Carry out specific tailored arrears work where increasing trends have been identified.  Review new tenancies on a weekly basis and diarise for follow up arrears work.  Liaise with external agencies such as Local Authorities, DWP, CAB, Support Workers and the County Court in order to support the customer and maximise income for Midland Heart.  Prepare a legal file for cases that need to be submitted to court and make applications for court and eviction dates using Possession Claims on Line (pcol).  To represent Midland Heart at Rent Possession and Suspension hearings at the County Court.  To carry out evictions once all attempts to collect outstanding rent arrears have failed and follow he storage of goods procedure where required.  To support tenancy sustainability by providing basic debt and benefits advice and making referrals to our internal Money Advice Service.  To support tenancy sustainability by working collaboratively with other teams to support the customer, particularly where there are vulnerability or safeguarding issues. |

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| **Education, Qualifications and Training** | Hold a full clean driving license and have the use of a car for work that is insured for business use. |
| **Knowledge and Experience** | Experience of working in an Income collection role or advisory role within a similar industry.  A working knowledge or good understanding of arrears collection procedures undertaken by housing associations and local authorities  Experience of practically supporting customers to make a housing benefit, universal credit or discretionary housing payment application  Practical experience of working with, and supporting, vulnerable customers  To demonstrate a working knowledge of Microsoft office and experience of using case management systems  Knowledge of the recent changes to welfare reform including Under Occupation Charges, the Benefit Cap and Universal Credit  A working knowledge of the welfare benefit system and the ability to calculate entitlement to housing benefit and universal credit  Knowledge of the Data Protection Act (GDPR) in relation to the storage of customer’s personal details, verifying a customer’s identity and giving information to external sources. |
| **Role Specific Skills & Behaviours** | Possess excellent negotiating skills, including the ability to build a good rapport with the customer in order to foster trust and approachability.  Be able to prioritise your workload with a methodical, organised approach and self-motivation to complete tasks to the required quality and within timescales  Possess excellent interpersonal skills, with the ability to communicate at all levels with both internal and external customers  Have a positive “can do” attitude, with the ability to work using your own initiative and take ownership to resolve problems  Have a diplomatic approach to issues encountered, and the ability to handle difficult situations in a calm and professional manner.  Resilience and the ability to maintain service delivery through difficult and challenging circumstances  Be committed to giving all customers a good quality service regardless of age, disability, ethnicity, religion or belief, marriage or civil partnership, gender reassignment, marriage or paternity status, gender or sexual orientation  Be a great team player, willing to support colleagues across the team in order to ensure that business and customer needs are met.  Live the Midland Heart values of People Focussed, Inclusive and Professional by having a polite, respectful and non-judgmental manner at all times. |