

ROLE PROFILE

Role Title:	Rent Adjustments Officer
Department:	Housing Operations, Income
Role Purpose:	<p>To work alongside the wider Income Team to deliver an effective and efficient customer focused income service.</p> <p>To complete accurate data-entry onto our Housing Management System (Northgate) in regard account adjustments.</p> <p>To error-trap all account adjustment requests by completing the appropriate checks.</p> <p>Process adjustment requests on Northgate and complete audit procedures (recording output onto electronic document management system, Paperlite). Adjustments will include: Rent Adjustments, BACS and Cheque refunds, Compensation adjustments, HBO and other Invoices linked to rent accounts.</p> <p>Receive and document cash payments from tenants.</p> <p>Reconcile and process all incoming cheques (including non-rent).</p> <p>Daily preparation of banking and maintenance of associated record keeping files.</p> <p>Promptly rectify Reconciliation queries raised by Finance.</p> <p>Key skills required:</p> <p>PC literate with working knowledge of Microsoft Excel and Microsoft Word is required.</p> <p>Housing Management System experience.</p> <p>Accuracy and attention to detail is paramount.</p> <p>Good interpersonal skills are required, as you will be liaising with colleagues across the business face-to-face and through electronic communications.</p> <p>Good literacy and numeracy skills.</p> <p>Ability to understand rent accounts and basic accounting procedures.</p> <p>Planning and organisation of own workload whilst adhering to timescales and deadlines.</p>
Reporting to:	Income Team Manager for Care & Support
Responsible for:	None
Disclosure level:	Standard
Role Level:	Frontline Worker

Key Role Responsibilities	<p>Adhere at all times to Policies and Procedures governing Income Team and Cash Applications and Rent Adjustments</p> <p>Review and error-trap rent account adjustment requests; refer incorrect requests back to originator - liaise with and advise individuals in the event of errors.</p> <p>Accurate and timely processing of adjustment requests onto the Housing Management System, accurate filing / recording of task and timely forwarding of appropriate information to other relevant department(s).</p> <p>Receive cash and cheques daily, ensure relevant record keeping has been completed with cash allocated to the correct account and cheques coded to the correct management account.</p> <p>Preparation of same for banking.</p>
Education, Qualifications and Training	<p>Maths to GCSE grade C (or equivalent)</p>
Knowledge and Experience	
Role Specific Skills & Behaviours	<p>Good written English language skills</p> <p>Good numeracy skills</p> <p>Understanding of rent accounts and basic account procedures</p> <p>Good communicator (verbal and electronic)</p> <p>PC Literate, experience of Housing Management System preferable</p> <p>Competency in use of MS Excel</p> <p>Must maintain accuracy at all times</p> <p>Able to prioritise and manage workload with minimal supervision</p>