

## ROLE PROFILE

<b>Department:</b>	Housing Operations
<b>Job Title</b>	Rent Payment Officer
<b>Key Skills Required:</b>	<ul style="list-style-type: none"> <li>▪ A commitment to customer-focused service delivery</li> <li>▪ Strong negotiation skills to maximise income collection</li> <li>▪ A good level of numeracy and attention to detail</li> <li>▪ Excellent interpersonal and communication skills</li> <li>▪ Good time management skills, with the ability to prioritise particular tasks</li> <li>▪ Ability to work pro-actively on own initiative, and as part of a team</li> </ul>
<b>Job Purpose:</b>	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.
<b>Reporting to:</b>	Area Manager (Performance Control- Income)
<b>Responsible for:</b>	No line reports
<b>Disclosure level:</b>	Standard DBS
<b>Role Level:</b>	

### Key Responsibilities and Accountabilities

1. To work as part of a centralised income management team, managing a pre-determined patch, to maximise rental and service charge income and minimise current customers rent arrears.
2. To monitor rent accounts and complete pending actions on a weekly basis
3. To negotiate affordable repayment agreements with customers, paying particular attention to personal circumstances and level of income
4. Pro-actively contact customers in order to negotiate repayment of debt, resolve issues and give the relevant advice to support customers in paying their rent
5. Promote payment by Direct Debit wherever possible

6. To update and maintain computer records of recovery action taken on Northgate, including payment arrangement information and payment methods
7. To identify and recommend cases requiring a home visit and then to visit the tenants in their own homes, and where appropriate, to hold rent surgeries for our customers out on the patch
8. To carry out abandonment checks on properties where we think the customer is no longer living there, but has not given notice to end their tenancy.
9. To work with the lettings team to carry out viewings and sign-ups for new tenancies
10. To return Customer calls within agreed timescales
11. To take debit/ credit card telephone payments and set up Direct Debit instalments via an automated payment system and to order rent cards for customers
12. Arrange for credits to be refunded, ensuring relevant checks are done with housing benefit/DWP for any overpayments of housing benefit or universal Credit
13. Carry out specific tailored arrears work where increasing trends have been identified
14. 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
15. To be available to answer incoming calls to the Income Team on a duty rota basis, over lunchtimes, and on other occasions requested by management to meet the Service Level Agreement set by Midland Heart
16. To represent Midland Heart at Rent Possession hearings at the County Court
17. To carry out evictions once all attempts to collect outstanding rent arrears have failed
18. To support tenancy sustainability by providing basic debt and benefits advice and linking in to internal and external money advice services
19. You will also need to be able to advise Midland Heart Customers on the elements of the Welfare Reform and offer solutions to enable them to sustain their tenancy
20. Work flexibly within the requirements of the role. This may include working a shift pattern between 8.00am and 7.00pm Monday to Friday. In addition to this, an option to work on a Saturday from 9.00am to 12.00pm, in negotiation with staff. The working week will remain at 35 hours per week.
21. Ensure that adherence is given to the Data Protection Action. In particular ensure that appropriate security checks are undertaken before speaking to a customer

## Relationships

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| 1. All staff have a responsibility to ensure any concerns are reported, which may include using the whistle-blowing policy and procedure where appropriate |
| 2. Attend and contribute to regular one to one meetings and annual review with line manager  |
| 3. Develop and maintain professional relationships with customers and external agencies  |
| 4. Liaise with internal departments and external agencies to resolve any customer queries  |

### General Requirements

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| 1. Be responsible for the health, safety and welfare of yourself and others at work and to undertake the health and safety duties outlined in the Midland Heart Health and Safety Policy commensurate with this position |
| 2. Observe Midland Heart's Code of Conduct and report any breaches to line manager   |
| 3. Attend any required internal and external training  |
| 4. Promote and uphold Midland Hearts policy on equal opportunities   |
| 5. To comply with reasonable management requests and undertake other duties commensurate with the grading of the post, as may be required from time to time  |

### Person Specification

<b>Education, qualifications and training</b>
Minimum of 5 GCSEs or equivalent including Maths and English
Hold a full clean driving licence and the use of a car for work that is insured for business use
<b>Experience</b>
Experience of negotiating and collecting debt
At least 18 months experience of working in an Income collection role or advisory role within a similar industry, preferably within a housing association or local authority
Experience of using a computer system to manage casework, prioritise workload and be able to use excel spreadsheets to manipulate relevant data
Experience of communicating with people at different levels
<b>Knowledge</b>
A working knowledge or good understanding of arrears collection procedures undertaken by housing associations and local authorities
To demonstrate a working knowledge of Microsoft office and 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
Understanding of and commitment to the principles of equality and diversity
Knowledge of the Data Protection Act in relation to the storage of customer's personal details and in relation to giving information to external sources
<b>Skills</b>
Possess excellent negotiating skills
Be able to prioritise workload
Possess excellent interpersonal skills, with the ability to communicate at all levels with both internal and external customers
Be able to work using own initiative to resolve problems
Have a diplomatic approach to problems and ability to handle difficult situations
Have a methodical, organised approach to work and self-motivation to complete tasks to the required quality and within timescales.
<b>Behaviours</b>
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
Behaviours must be in line with Midland Heart's Code of Conduct
Have a flexible approach to working patterns, with the flexibility to work between 8.00am and 7.00pm Monday to Friday. In addition to this, an option to work on a Saturday from 9.00am to 12.00pm, in negotiation with staff. The working week will remain at 35 hours per week.
That you are a team player, willing to be flexible in your approach to work to make sure that business objectives and customer needs are met
Have a polite and professional manner at all times