

ROLE PROFILE

Role Title:	Income Administrator
Department:	Income/Housing Operations
Role Purpose:	To provide a comprehensive and efficient administrative support service for the Income Team, ensuring Midland Heart's customer service standards and values are met at all times. This role requires accuracy, attention to detail, in addition to having the ability to work as a team and on your own initiative to ensure tasks are completed on time and to a high standard.
Reporting to:	Head of Income Services
Disclosure level:	Standard DBS
Role Level:	Frontline worker

Key Role Responsibilities	<p>To be responsible for the opening and distribution of all incoming post for the team. Scan any post to staff based at regional offices.</p> <p>Take responsibility for the Universal credit in-box, including providing information to the DWP where requested. This may require the assistance of the Rent Officer where the arrears are over 8 weeks and an alternative payment arrangement needs to be applied for. Information on Northgate must be recorded under the correct code and information updated in 'other fields'.</p> <p>Manage the Universal Credit landlord portal by looking at it on a daily basis. Complete all requests for rent/service charge information, record under the correct code on Northgate and update information in 'other fields'. In addition, where the arrears are over 8 weeks old, ensure an e-mail is sent to the Rent Officer to consider applying for an alternative payment arrangement.</p> <p>Print all batched letters on a Monday morning and send throughout the week as agreed with the Strategic Dialler Manager.</p> <p>Review and update ad-hoc information on Northgate as requested by Income Managers/Head of Income.</p> <p>Review specific information form reports, pertaining to Universal Credit and make recommendations to Rent Officers where action needs to be taken to apply for an alternative payment arrangement.</p> <p>Produce regular invoices for properties where the rental income is paid by an agency, such as social services.</p>
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	<p>Arrange for the payment of any invoices received within the department. Complete any necessary checks, raise the relevant paperwork and note on Northgate where necessary.</p> <p>End Supported living tenancies on Northgate as required.</p> <p>Set up new tenancies on Northgate for Supported living accommodation, ensuring all required information is completed accurately.</p> <p>Any other duties relevant to an administrative role at the direction of the Income Managers/Head of Income</p>
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<p>Education, Qualifications and Training</p>	<p>General education – have 5 GCSEs or equivalent grade A-C, including Maths and English.</p>
<p>Knowledge and Experience</p>	<p>Knowledge of the Northgate system, or a similar housing management database.</p> <p>Experience of and competency in using in-house systems and basic office packages including Word and Excel.</p> <p>Experience of working in a similar role in a busy, fast pace environment.</p>
<p>Role Specific Skills & Behaviours</p>	<p>Ability to organise, manage and prioritise workload.</p> <p>Ability to deal with routine processes and tasks.</p> <p>Ability to work as part of a team and on own initiative to ensure tasks are completed accurately and on time.</p> <p>Ability to work under pressure, and able to switch tasks as short notice in order to re-prioritise work, showing flexibility within the role.</p> <p>Show accuracy and attention to detail.</p> <p>Have good English language skills and the ability to communicate effectively in writing and verbally, including a professional telephone manner that reflects Midland Hearts values and behaviours.</p> <p>Have a tactful approach to problems and be able to handle difficult situations in a calm and professional manner.</p> <p>A willingness to learn and develop by keeping yourself up to date with policies and procedures, and attending any training/completing e-learning modules relating to the role or as a Midland Heart employee.</p> <p>Have an understanding of and commitment to the principles of equality and diversity.</p>

	<p>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.</p> <p>Observe Midland Heart's Code of Conduct and report any breaches to line manager.</p> <p>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.</p> <p>Have a positive, can do approach to work, and demonstrate the behaviours outlined in the Behaviour and Standards framework.</p>
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