

Role Profile

Role Title:	Rent Payment Officer
Department:	Income
Role Purpose:	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:	Performance Manager/Tenancy Sustainability Manager
Responsible for:	None
Disclosure level:	Standard
Role Level:	Frontline Worker

Key Role Responsibilities	<p>To monitor rent accounts and complete pending actions on a weekly basis, raising an exception where action is being deferred.</p> <p>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.</p> <p>To update and maintain computer records of recovery action taken on Northgate, including payment arrangement information and payment methods.</p> <p>Where required, arrange to visit customers at home or make an office appointment in order to support them with making an application for benefits or other required support that will enable them to pay rent. In addition, hold rent surgeries for our customers where appropriate.</p> <p>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.</p> <p>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.</p> <p>To work with the lettings team to carry out viewings and sign-ups for new tenancies.</p> <p>To return Customer calls within agreed timescales.</p>
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	<p>Arrange for credits to be refunded, ensuring relevant checks are completed with housing benefit/DWP for any overpayments of housing benefit or universal Credit. In addition, obtain bank details in writing from the customer.</p> <p>Review cases from filtered reports on a weekly basis. Carry out specific tailored arrears work where increasing trends have been identified.</p> <p>Review new tenancies on a weekly basis and diarise for follow up arrears work.</p> <p>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.</p> <p>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).</p> <p>To represent Midland Heart at Rent Possession and Suspension hearings at the County Court.</p> <p>To carry out evictions once all attempts to collect outstanding rent arrears have failed.</p> <p>To support tenancy sustainability by providing basic debt and benefits advice and making referrals to our internal Money Advice Service.</p> <p>To support tenancy sustainability by working with our internal People Team to support the customer, particularly due to vulnerability or safeguarding issues.</p>
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<p>Education, Qualifications and Training</p>	<p>Minimum of 5 GCSEs or equivalent including Mathematics and English.</p> <p>Hold a full clean driving license and have the use of a car for work that is insured for business use.</p>
<p>Knowledge and Experience</p>	<p>Strong experience of working in an Income collection role or advisory role within a similar industry, preferably within a housing association or local authority. This includes carrying out evictions and representing the organization at county court at rent possession hearings.</p> <p>A working knowledge or good understanding of arrears collection procedures undertaken by housing associations and local authorities</p> <p>Experience of practically supporting customers to make a housing benefit, universal credit or discretionary housing payment application</p> <p>Experience of working through income and expenditure with a customer in order to make an affordable arrangement to pay outstanding debt</p> <p>To demonstrate a working knowledge of Microsoft office and experience of using case management systems</p>

	<p>Knowledge of the recent changes to welfare reform including Under Occupation Charges, the Benefit Cap and Universal Credit</p> <p>A working knowledge of the welfare benefit system and the ability to calculate entitlement to housing benefit and universal credit</p> <p>Knowledge of priority and non-priority debts.</p> <p>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.</p> <p>An understanding of the sign up process for new customers.</p>
<p>Role Specific Skills & Behaviours</p>	<p>Possess excellent negotiating skills, including the ability to build a good rapport with the customer in order to foster trust and approachability.</p> <p>Be able to prioritise your workload with a methodical, organised approach and self-motivation to complete tasks to the required quality and within timescales</p> <p>Possess excellent interpersonal skills, with the ability to communicate at all levels with both internal and external customers</p> <p>Have a positive "can do" attitude, with the ability to work using your own initiative and take ownership to resolve problems</p> <p>Have a diplomatic approach to issues encountered, and the ability to handle difficult situations in a calm and professional manner.</p> <p>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</p> <p>Be a great team player, willing to support colleagues across the team in order to ensure that business and customer needs are met.</p> <p>Live the Midland Heart values of People Focussed, Inclusive and Professional by having a polite and respectful manner at all times.</p>