

Job Description

Job title:	Income Officer	Location:	Cheshire & Merseyside
Responsible for:	N/A	Responsible to:	Income Manager (Cheshire or Merseyside)

Overview of the role

To maximise income collection and minimise customer debts to Plus Dane, through effective and varied contact methods, managing a caseload of accounts and representing Plus Dane at court in connection to rent claims for possession.

To promote Plus Danes rent first culture and contribute to the rent and debt recovery functions.

To ensure that a responsive, professional and caring service of the highest standard is always provided to customers, as well as the achievement of performance targets in relation to collections and debt recovery.

To deliver the service within the boundaries of policy, legislation and statutory requirements.

Main responsibilities and accountabilities

Service Delivery & Development

- Manage a caseload of accounts which are in debt and work with customers to maximise their income and manage their budget more effectively, to maximise Plus Dane's rental income
- Negotiate repayment agreements with customers that are both affordable but that ensure debts to Plus Dane are repaid within a reasonable timescale
- To ensure that customers are dealt with promptly, courteously and efficiently in accordance with Plus Dane's Income Policy and Procedures
- Where necessary, schedule and carry out visits to customers' homes
- Directly deliver a choice of services to customers, ensuring that all contacts and actions are recorded in the CRM system, aiming for maximum levels of customer satisfaction
- Contribute to a motivational climate within the team; ensure positive two-way communication and involvement exists
- Deal directly with all levels of enquiries received from customers, colleagues and other relevant stakeholders
- Escalate complex queries to Income Collection Team Leader where necessary
- Monitoring the progress of cases to ensure outcomes are recorded
- Manage caseloads appropriately to ensure compliance with policy and procedures

- Undertake personal development as appropriate with the duties and responsibility of the role
- Carry out any other reasonable duties as may be required by the Income Collection Team Leader or Income Manager

Performance

- Take responsibility for both personal and team performance. Work with your line manager to identify any reasons for under performance, taking appropriate corrective action where required
- Deliver on individual performance targets
- Manage your workloads to ensure the quality of the service provided to customers is maintained

Finance, budgets and resources

- Maximise income through efficient use of resources and supporting the business in the development of new ideas to continually drive improvement and enhance customer satisfaction

Governance & compliance

- Ensure compliance with all statutory, legislative and regulatory guidance, policy and best practice, aligning activities to the vision, mission and values of Plus Dane's Corporate Plan
- Promote and maintain a culture of health and safety of self and others in accordance with Health & Safety legislation and best practice
- Ensure compliance with all Plus Dane's Health & Safety policies and procedures
- An awareness of, and compliance with, Data Protection legislation and policies and procedures, reporting all concerns to an appropriate senior officer
- Be aware of Data Protection and Freedom of Information legislation and, so far as is reasonably practicable, ensure compliance with the requirements of the Acts

Key contacts

The post is responsible for actively promoting and representing Plus Dane to a broad range of stakeholders. Key contacts in the post are detailed below.

Key internal contacts are:

- Management Team
- Housing Management
- Customer Access Team
- Finance
- IT
- Homes Hub

Key external contacts are:

- Customers
- Partnership organisations
- DWP
- Local Authorities
- Statutory Agencies
- The Court Service

Person Specification

Job title:	Income Officer
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Area	Requirements- (E) Essential/ (D) Desirable
Education	<ul style="list-style-type: none"> • Good standard of education, specifically English and Numeracy (E) • Housing Qualification (D) • Holds a full driving license and has use of a car (E)
Experience & knowledge	<ul style="list-style-type: none"> • Experience of working in a target driven income collection environment (E) • Good understanding of Social Housing & Housing Law (E) • Experience of preparing cases and attending court for possession proceedings (D) • Strong communication skills (both written and verbal) (E) • Experience of building and working in partnership with external agencies (D) • Experience of interpreting complex data (D) • Knowledge of welfare benefits and an understanding of current and future challenges which could impact on Plus Dane's income (E) • Excellent customer service skills with an emphasis on providing a high-quality service for our customers (E) • Experience of working as part of a busy team and the ability to be resilient in difficult situations (E) • Aptitude for being highly organised and proficient in achieving key performance standards and targets (E)
Personal qualities	<p>Able to:</p> <ul style="list-style-type: none"> • Set and maintain standards • Communicate effectively with staff, customers and key stakeholders • Maintain a high level of accuracy in a pressurised environment • Problem solve • Effectively communicate with other service areas • Represent and promote Plus Dane's mission and values <p>Has:</p> <ul style="list-style-type: none"> • High personal integrity and a strong focus on personal accountability to deliver excellent outcomes • Excellent, written, verbal and numerical skills • Strong interpersonal skills • A pleasant and helpful manner with the ability to deal with stakeholders appropriately • A flexible approach to further support resource management within the team • A constructive and calm approach • Excellent negotiation skills • Desire to undertake further personal development

	<p>Is:</p> <ul style="list-style-type: none">• Performance driven• Customer focused• Committed to continuous learning and development• Resilient• Organised• Self- aware• Self-motivated
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Plus Dane Housing is committed to safeguarding and promoting the welfare of young people and vulnerable adults and expects all staff and volunteers to share this commitment.