



JOB DESCRIPTION

Job Title:	Income Recovery Assistant
Reports To:	Income Recovery Team Leader
Team:	Housing
Directorate(s):	Resource and Business Services
Grade:	BHA B2
Job purpose:	To provide administrative support to the Income Recovery Team as well as assist with the collection and processing of former tenant accounts, sundry debtors and all other aspects of income recovery/collection.

Overview:

1. Key skills to do the job

- Good understanding of Housing Benefit, Universal Credit and other benefits
- Strong administration and organisation skills
- Excellent communication skills both written and verbally.
- Ability to work to own initiative and manage own workload within the timescales and parameters as permitted

Required behaviours – Mandatory for all roles within Broadland

All staff and volunteers working for Broadland will always be expected to act in a manner that is consistent with our corporate values. The following sub-headings and example statements reflect these expectations, but you must refer to those agreed and used in all staff appraisal discussions and regard this more comprehensive list as the required standard.

Openness

You will admit to mistakes and learn from them.

Responsible

You will actively use your skills and knowledge to ensure high quality outcomes.

Collaborative

You will support Broadland's one team approach and challenge silo working when you are aware of it.

Fair

You will treat everyone you work with – tenants, colleagues and partners – with respect, politeness and courtesy.

Innovative

Embraces changes in ways of working when adopted by Broadland and supports colleagues who find change difficult.

Reliable

You will demonstrate 100% commitment to our customers – internal and external – in order to achieve the best possible outcomes.

Trustworthy

You will demonstrate professionalism in all that you do and stick to our approved policies and procedures.

Environmentally Aware

You will help the Association reduce its carbon footprint by looking to help us reduce the damage of our activities on the planet.

2. Communication & Interpersonal Skills

- The ability to communicate effectively both internally and externally with tenants and third parties (including Local Authorities, Courts and other Government Departments)
- Considerable adaptability and flexibility in using the full range of communication methods available in contacting, negotiation and recovering outstanding debts.

3. Delegated authority

- You will work within agreed budget authority limits as set out in the approved financial regulations (financial authority levels) as detailed by your line manager.
- All activities you undertake must be in support of delivering the corporate strategy and as such can be evidenced to help us achieve our aims.
- You may work within the confines of the agreed policies and procedures as detailed by the Association and your line manager, variation from this unless stated clearly within/from your manager must be approved by the appropriate person with authority to do so – as detailed in the approved Standing Orders.

Key activities of the role:

This list is deliberately not exhaustive, and you must expect to undertake other duties, as directed by your line manager, which are at an appropriate level to your grade and experience, as may be required from time to time.

- Provide administrative support to the Income Recovery Team.
- To assist with maximising rental income and minimising rent loss.
- Managing former tenant arrears balances and collection of outstanding debts owed to Broadland Housing Association such as recharges and commercial rent.
- Complete Universal Credit verifications within strict timescales.

Common Features applicable to all roles within Broadland:

- Flexibility in out of hours working, as business needs dictate
- You must keep up to date with sector developments and particularly any applicable to your own role.
- You will undertake all corporate or job specific training required by the Association as part of your job. All training is considered mandatory.
- You will act in accordance with the mission and values of the Group strategy.
- There is a duty to ensure your own health and safety at work and that of your colleagues and to co-operate with the Group for it to fulfil its legal obligations.
- There is an expectation that you will promote Equality, Diversity and Inclusion.
- You are expected to comply with all Data Protection principles, particularly in relation to confidentiality of data you use, securely storing data, accessing of data on systems and deletion of data. Full details can be accessed via the Data Protection Policy.
- You will undertake any other duties, as directed by the line manager, which are at an appropriate level to your grade, as may be required from time to time.



PERSON SPECIFICATION

Job Title: Income Recovery Assistant

Essential Criteria

Qualifications

- Minimum of 5 GCSE's including Mathematics and English (Grade C/Level 4 or above), or equivalent.

Experience

- Knowledge of Microsoft Office, specifically Word/Excel.
- Previous experience of liaising with both internal colleagues and external customers/tenants using various methods of communication to all levels.
- A good understanding of customer service.
- Previous experience of working within an administrative role.
- Proven experience of being a team player with the ability to use own initiative in resolving problems.

Desirable Criteria

Qualifications

- Driving Licence as travel throughout Norfolk may be required.

Experience

- Experience of using databases and data entry.
- Ideally the post holder will have worked in the Social Housing sector and have experience of rent accounts or debt recovery.
- An understanding of Housing Benefit, Universal Credit and other benefit payments.
- Experience of preparation of small claims court documents