

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation: Income Officer / Income Officer - Court	Grade: Career Graded Role Scale 6 / SO1	
Reports to (Designation): Income Team Leader	Grade: PO2	
Section: Resident Engagement and Service	Directorate: Housing	

Main Purpose of the job: To provide an effective people focused income collection service to maximise income and minimise rent arrears of Lewisham council residents.

Summary of Responsibilities and Personal Duties: Income Officer (Scale 6)

- Effectively and proactively, manage a case load of rent accounts, ensuring rental income is maximised whilst supporting residents to sustain their tenancies.
- Engage proactively with residents, over the phone, visiting them at home or conducting office interviews.
- Support residents to maximise their income by providing advice and assistance to ensure they are not financially excluded.
- Keep accurate records in relation to arrears recovery action, complete documentation for legal cases and prepare reports to progress arrears cases in line with relevant Council policies and procedures.
- Ensure all documentation and arrears actions are completed to timescales and are in line with the standards detailed in the income recovery policies and procedures.
- To attend evictions as and when required, completing an inventory of goods, and arranging for removals and storage of goods.
- Work with external stakeholders such as Housing Benefit, DWP, Social Services and Housing Options to resolve issues and prevent rent arrears.
- Work with internal colleagues to resolve issues such as disrepair, succession or abandonment of property and prevent rent arrears.
- Ensure individual performance targets on a range of income collection and customer service standards are met and work collaboratively with colleagues to ensure team targets are met.
- Provide training and induction for staff and work placements on operational processes and practices.

- Attend and support rent arrears possession proceedings on behalf of the Council at county courts.
- To carry out the duties of the post with due regard to the Council's relevant codes and procedures.

Summary of Additional Responsibilities and Personal Duties: Income Officer – Court (Scale SO1)

Officers with one years' experience in a Social Housing Income Officer role will be eligible to move to the Income officer – court role at grade SO1 and fulfil these additional duties:

- Take the lead on providing full representation in rent arrears possession proceedings on behalf of the Income Team at county courts including presenting the case to the judge and deciding on what possession order to pursue.

All employees are required to participate in the Council's appraisal system and to undertake appropriate training and development identified to enhance their work.

All employees are required to undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder.

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff: None

Title: n/a

Number of partially managed staff: None

Title: n/a

Grade: n/a

No of posts: n/a

PERSON SPECIFICATION

JOB TITLE: Income Officer / Income - Court

POST NO: 55774

DEPARTMENT: Income

GRADE: Career Graded Role Scale 6 / SO1

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria, you will be shortlisted, and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Knowledge

- Good understanding of the challenges facing Social Housing regarding income collection and tenancy sustainment.
- IT skills including use of Word, Excel, Outlook, and database entry at an intermediate level. **S**

Experience

- At least two years' experience of working in a frontline customer-focused environment. **S**

Analysing and Interpreting

- Analyse numerical, verbal data and all other sources of information competently.

Personal Qualities

- Ability to plan and organise own work effectively to achieve required performance and service quality targets. **S**
- Adaptable, work on own initiative, and follow instructions from managers and colleagues.

Qualifications

- Good standard of Math's and English

Equality & Diversity

- Awareness of and a commitment to Equality of Access and Opportunity in a diverse community. **S**
- Understanding of how equality and diversity relate to this post.

Other

- Able to travel to different sites / offices within Lewisham as and when required. **S**

DBS Disclosure Required? No ☐ Basic ☒ Enhanced ☐

(Tick as appropriate – guidance available from your HR Advisor)

Physical

Generally, candidates must meet the standard Lewisham requirements for the post