

JOB DESCRIPTION

(Rents Officer)

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| Service area: | Housing |
| Reports to: | Head of Housing (with delegated responsibility to the Rents Team Leader) |
| Responsible for: | N/A |
| Location: | Buxton and Leek (hub) / Agile Working |
| Work flexibly between various locations: | Yes |
| Grade: | AG4 |
| Salary range: | 15-19 |
| Car driver: | Yes |
| Essential/casual: | Essential |

JOB PURPOSE

Supporting the Head of Housing and Rents Team Leader in maximising rent collection for the Alliance.

JOB DUTIES

- Maximise income through effective arrears prevention, collection and recovery of current and former tenant arrears.
- Use the OHMS system to interrogate rent accounts, and keep accurate and up to date records of all dialogue and actions taken. Follow the Council's escalation procedure in cases of non-payment.
- Prioritise own workload, identifying and escalating cases for action, and proactively negotiating repayment plans with tenants in arrears.
- Handle rent account queries, carry out office interviews and home visits to tenanted properties to chase payment and prevent arrears. Serve Notice Seeking Possessions, represent the Alliance at court hearings, and carry out evictions.
- Use a variety of systems to produce reports and compile documents (including letters, Notice Seeking Possessions, equality impact assessments, safeguarding referrals, court applications, and eviction reports).
- Manage Universal Credit cases to ensure tenants maximise their income, claim housing costs in a timely manner, and identify and apply for alternative payment arrangements for qualifying tenants.

- Assist the Head of Housing and Rents Team Leader in dealing with stage 1 complaints, Freedom of Information requests, implementation of audit recommendations, and the implementation of legislative changes.
- Promote financial inclusion and provide basic money and benefits advice. Liaise with external agencies where tenants require further support. Assist tenants with benefit and discretionary housing payment claims.
- Liaise with internal service areas and external organisations to assist tenants to maintain their tenancies.
- Carry out other such duties associated with the service area, which the Head of Housing and Rents Team Leader may from time to time require, to maintain the efficient and effective running of the service.

CORPORATE RESPONSIBILITIES

- Promote and support the delivery of the Councils Climate Change actions plans, the response to the Councils' declarations of a climate emergency and the delivery of the Councils' biodiversity duty.
- Promote both Councils' Equalities and Diversity Schemes ensuring that all discrimination is eliminated.
- Promote a safe and healthy working environment including taking responsibility for the health and safety of all staff, elected members, service users and other members of the public, in line with the Councils' Health and Safety at Work Policy.
- Support the Councils' commitment to good environmental management by ensuring the most environmentally friendly use of resources by reducing the amount of business travel by using teleconferencing facilities etc.
- Promote the principles of good customer care by taking responsibility, ensuring reliability and having respect for all those for whom the service is being provided, including colleagues and elected members.
- Work flexibly in support of colleagues and to undertake any other duties which may reasonably be requested commensurate with the grade for the post.
- Promote and comply with both Council's policies and guidelines on Information Governance and the Data Protection Act.
- Consistently exhibit the behaviours required under the Alliance GROW values and code of conduct.
- Be committed to safeguarding and promoting the welfare of children and young people and vulnerable adults.
- Carry out election duties as required.

JOB REQUIREMENTS

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| Transport Requirements | Driving required for travel to Alliance locations, carrying out home visits and attendance at court where required. |
| Working Patterns | Hours of work as agreed with the line manager. Some out-of-hours work may be required |
| Working Conditions | Agile working (with travel to Alliance office locations as required) |
| Resources Staff/Finance | Not applicable. |
| Physical | Working to planned priorities |

DBS

Yes