



## **Job description**

**Job title: Senior Housing Officer (Rents) - Part Time 23 hours per week**

**Post No: Temporary**

**Grade: Agency**

**Department: Housing & Communities**

**Reports to: Tenancy Services Manager**

### **Purpose of the job**

To lead, manage and motivate the team responsible for rent account management and arrears collection, and deliver required performance outcomes against 10-point action plan targets to reduce rent arrears levels.

### **Main areas of responsibility**

1. To be responsible for ensuring the delivery of an efficient and effective rent and arrears administration and collection service, that achieves the targeted rent arrears performance levels by supporting tenants and taking appropriate action to recover all amounts outstanding.
2. To provide leadership and manage a team to create a strong performance culture and provide excellent service delivery. To develop skills and capabilities of staff to deliver and high-quality services with commitment and passion.
3. To produce and deliver regular up to date comprehensive performance management reports that are appropriate to the audience (tenants/staff/senior management/ members/regulator etc.) and profile both recovery activity levels and balance outstanding over time.
4. Be responsible for the ongoing reviewing and amending our policies and procedures related to rent account administration and arrears

recovery activity, and ensuring they comply with any changes in legislation or regulation.

5. Ensuring the effective and efficient use of the team and other resources in support of continuously improved service delivery to increase our revenue.
6. To establish and maintain close working relationships with other agencies and to support our tenants with their debt management and tenancy sustainment objectives and to coordinate actions and avoid duplication of recovery activity and costs for the resident.
7. Work with our internal stakeholders to create a rent first ethos to collecting rent arrears and making all stakeholders the importance of collecting the rent and their role in that process.
8. To be responsible for the management of complex cases up to and including eviction action and support the team in managing these cases they own.
9. To lead the process of delivering an automated rent arrears recovery process from within the existing functionality of the NEC Housing System, including establishing arrears tests, stages, automated letter generation, and performance reporting.
10. Ensure compliance with and accountability to the Council's financial procedures including effective budget management and monitoring.
11. Attend and complete training and development activities ensuring skills and knowledge are kept up to date with current best practice.
12. Any other duties relevant to an senior role at the direction of the line manager.

## Values

To promote and ensure our values are embedded in all aspects of service delivery and partnership working:

- **We Care:** Valuing others and developing ourselves; committed and passionate about what we do.
- **We Innovate:** Ambitious, creative and resourceful; responding positively to challenges.
- **We Achieve:** Taking responsibility and seeking excellence; always proud to serve.

## Health and Safety

To take reasonable care for the health, safety and well-being of yourself and others who may be affected by acts or omissions at work.

## **Equality**

Melton Borough Council has a moral and legal duty to demonstrate fairness to our community, service users and staff. We aim to ensure our services are accessible to everyone and that our employment practices are barrier free and provide equal opportunities for prospective and current employees.

## **Criminal background check**

Safeguarding children and adults is of utmost importance at Melton. This role has been identified as requiring a Disclosure and Barring Service (DBS) check. It is an obligation to disclose any cautions, reprimands or convictions and to update your manager of any changes to your status while employed.

The responsibilities and duties listed above will vary from time to time without changing the character of the post or the level of responsibility entailed. You will be expected to adopt a flexible approach to ensure the efficient and effective implementation of relevant projects, programmes, policies and procedures.

Date reviewed : Sept 2024	Reviewing Manager: Tenancy Services Manager
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**Melton  
Borough  
Council**

## **Person specification Senior Housing Officer (Rents)**

Extensive developed professional skills and expertise in housing legislation and rent/arrears recovery activity in a Local Government housing environment.

Significant relevant experience within a Housing Management Services setting.

Evidence of having experience of working in a supervisory role within a Finance or Housing Management setting.

Comprehensive experience of working with and establishing partnerships and networks.

Successful experience of managing a high performing team.

Excellent numeric, written, and verbal communication skills developed for communicating effectively with a wide range of groups and people and delivering services to those with complex needs.

Knowledge and understanding of social inclusion and community cohesion issues and how they affect sustainable communities.

Previous experience and professional knowledge around safeguarding, antisocial behaviour and crime including delivery of best practice in a housing.

Understanding of and commitment to Health and Safety legislation and guidance

Flexible attitude with the confidence to take initiative and work autonomously within the boundaries of the role.

Excellent digital skills with good working knowledge of Microsoft Office suite applications

The post holder will be required to hold a driving licence and have access to a car in order to undertake site visits

Qualifications – A relevant degree, Membership of the Chartered Institute of Housing or comparative experience in a relevant discipline is essential for the role.