



Job description

Job title : Income Assistant (Rents) **Post No:** Temp 12 month
Grade : Agency
Directorate : Housing & Communities
Reports to : Senior Housing Officer (Rents)

Purpose of the job

To provide a comprehensive and efficient administrative support to the Rent collection team, ensuring Melton Borough Council's customer service standards and values are always met. This role requires accuracy, attention to detail, and the ability to work as a team and on your own initiative to ensure tasks are completed on time and to a high standard.

Main areas of responsibility

- Provide advice and support to the rent collection team and our tenants. Dealing with contacts from our tenants which maybe via the telephone, email, or face to face regarding their rent accounts.
- Be responsible for managing the low-level arrears for both rented and leaseholder tenants of dwellings and garages. This includes sending letters, contacting customers, and dealing with their contacts when received.
- To negotiate repayment agreements with customers and update records to reflect these agreements, monitor payments and take corrective action where such agreements are not maintained.
- Review reports for cancelled or missed Direct Debits and be responsible to managing the process of tenants applying for and cancelling Direct Debits.
- Deliver high standards of administration to ensure appropriate records are maintained within the ICT systems used by Melton Borough Council (i.e., NEC Housing/ Universal Credit Portal).
- Ensure any vulnerable families and adults are referred to support services to help them with debts were appropriate. And safeguarding referrals that are recognised are made to the relevant agencies.

- Assist in the production of reports, data, and other management information to support the activity of the team.
- Plan and carry out general administrative duties for the service area including but not restricted to responding to correspondence, producing documents, preparing court paperwork and raising orders.
- Arrange and ensure the effective administration of any meetings necessary for the performance of the role of the team.
- Take payments from customers and order payment cards.
- Establish new Sundry accounts and sub account debts using the NEC Housing ICT system as and when required.
- Manage the garage rent collection and arrears recovery process, including issuing reminder letters, contacting tenants, serving Notice to Quit and section 41 notices and terminating licences.
- Updating all records in relation to actions taken and minimising the level of rent arrears outstanding for garage tenancies.
- Any other duties relevant to an administrative 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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Person specification

Understanding and knowledge of income management and/or social housing.

To maintain an up-to-date knowledge of relevant legislation, policies and procedures for all service areas and ensuring changes are applied accordingly to the appropriate duties.

Evidence of having worked in an administrative role having the ability to effectively use ICT systems.

The ability to communicate effectively with tenants and other officers as required.

Good ICT skills including confidence with the Microsoft Office software environment.

Knowledge of safeguarding, debt recovery and income collection, including best practice delivery in a housing service environment.

Understanding of and commitment to Health and Safety legislation and guidance.

Confident working as part of a team or alone.

Flexible attitude and ability to work under pressure.

Qualifications – Relevant NVQ to Level 2 or 3. GCSE A-C level in Maths & English or equivalent experience.