

Role Title	Rents Officer
Job Family	Resident Services
Competency Level	Principal Officer
Pay Range / Scale	Indicative PO1

Purpose

To ensure council tenants are able to sustain their tenancies. Provide accessible advice and assistance to tenants on a range of housing issues, predominantly, rent and arrears payment, including money management, debt advice and welfare but also to have an understanding of anti-social behaviour, disrepair, housing options and moving home and liaise with other teams where necessary.

Where relevant to be the lead professional co-ordinating assistance for tenants in need of support, who may have complex needs. To keep up to date on key housing law and best practice.

Focus: To maximise the collection of rent and other sources of income, and reduce the level of debt, to help sustain tenancies and to maintain the viability of the Housing Revenue Account

Generic Accountabilities	End Results/ Outcomes
Provide advice and make recommendations based on up to date knowledge and analysis / evaluation of information. Manage escalated or complex customer issues within the relevant area.	Expert advice, information, interpretation and support are provided on the full range of technical / professional issues within the area of responsibility. Issues are managed through to a satisfactory conclusion. Risk to the Council is minimised.
Contribute to the development of service plans to meet strategic business goals.	Strategic and operational input is provided to wider business planning and development. Customer needs are identified. Services meet legislative and policy requirements.
Research developments in relevant area. Collate process and analyse information / data. Translate outputs into advisory reports / documents / actions as appropriate.	Relevant information / data are managed efficiently and accurately. Accurate and relevant information / reports / documentation are produced. Trends and issues are identified and prioritised. Statutory and procedural obligations are fulfilled. Management decision making is supported.
Lead on the development, implementation, maintenance	Changes to systems, policies and / or procedures are identified and recommended.

<p>and management of systems, policies, procedures and / or standards within area of responsibility.</p>	<p>All updates, amendments, developments are tested and approved prior to delivery.</p> <p>Customers receive prompt, accurate policy / procedural updates.</p> <p>Service standards are improved.</p>
<p>Work closely with others to support/Manage the development and delivery of improvements in processes and procedures.</p>	<p>Identifies gaps in service provision/highlight policy issues and makes recommendations to resolve the issues.</p> <p>Agreed improvements are developed, delivered and evaluated.</p> <p>Issues and recommendations are brought to the attention of senior managers.</p> <p>Benchmark against best practice authorities and center of excellence.</p>
<p>Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility.</p>	<p>Reports are prepared, distributed / presented to the appropriate committee/ to the required standards and timescales.</p> <p>Evidence based recommendations are made.</p>
<p>Manage a portfolio of Projects and Reviews.</p> <p>Lead on specific projects as required.</p>	<p>Projects are delivered to agreed specification, timescales and budgets.</p> <p>Change initiatives are successfully integrated and implemented across all impacted service areas.</p> <p>Value for money is achieved.</p> <p>Ongoing savings secured.</p>
<p>Co-operate with and support colleagues.</p>	<p>Colleagues are supported.</p> <p>Required information is provided.</p>
<p>Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.</p>	<p>All policies and procedures are complied with.</p>
<p>Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.</p>	<p>Work is carried out in a way that is safe and without risks to health.</p>

Job Specific Accountabilities:	
To agree repayment plans with tenants in arrears considering financial circumstances and offering support with income/expenditure planning, promoting budgeting awareness, accountability and the use of bank accounts and payment via direct debit.	Early intervention is achieved, and tenants can pay their rent and sustain their tenancy. Income is maximised for the household and quality of life is improved.
To support and engage tenants to make applications for welfare, to proactively monitor cases and individual circumstances and offer support, advice and intervention when circumstances change	Rent collection is maximised and arrears prevention is achieved at the point when most manageable for customers. Strong partnership working is achieved for the benefit of the individual and the Council.
To effectively and proactively liaise with internal teams as appropriate e.g. Finance, Housing Assets, and Housing Solutions	Achieves best use of specialist knowledge to achieve the best outcomes for the individual and the Council. Positive relations are maintained resulting in high efficiency.
To engage with statutory agencies and external advice groups where required or necessary ensuring customers are signposted appropriately.	Customers are given the best and most appropriate support they need.
Maintain a detailed up to date knowledge of legislation, case law, policies and procedures relating to debt recovery and to attend appropriate training.	The local authority maintains highly knowledgeable staff to offer expert advice to customers and partners
Working with the Rents Team Leaders to complete arrears actions within prescribed timeframes and in-line with Legislation, pre-action protocols and the authority requirements.	Reduced risk to the collection of HRA rents and maintains consistency. Work is carried out within target dates with high customer care standard.
To notify customers of changes in housing benefit entitlement and overpayments. Liasing with Housing benefit and other agencies to resolve housing benefit queries. Ensure early	Creates the best possible environment for tenancy sustainment success. Expert advice given at the earliest opportunity resulting in arrears reduction

communication with Universal Credit customers where payments are not maintained.	
To liaise with DWP and JCP partners to mitigate the risks presented by UC.	Vital relationships maintained for efficiency in rent collection
To prepare cases for legal action and attend court when necessary and to ensure that evidence is presented accurately and appropriately. To ensure that tenancy breaches are identified and reported on precisely and appropriately	Quality court files being produced resulting in properties being returned into circulation quickly, reduced rent loss. Good writing skills with correct grammar, spelling etc.
To carry out visits to customers in arrears of any level ensuring early intervention to maximise tenancy sustainment.	Customers have easy access to the correct and best advice. Increases tenancy sustainability and maintains high levels of customer service. Making referrals to the appropriate agencies. Attending case conferences and giving input.
To ensure that all relevant electronic data bases and modules are up to date	Accurate records are maintained making cases easy for colleagues and managers to understand. Reduces risk of necessary actions being missed
Make correct use of electronic monitoring systems ensuring arrears work is tailored and targeted to identified increasing trends.	Proactive approach to rent arrears collection. Efficient arrears collection meaning time is spent on achieving outcomes.
To maintain a good working knowledge of existing policies and procedures and to follow professional behavioural standards as a representative of Waltham Forest	All employees work and maintain the highest levels of professionalism.
Work effectively with other team members to meet deadlines and provide excellent customer service.	Customers receive the best possible service they expect Deadlines are met making the service efficient and value for money
Up to date knowledge of Welfare Reform	Ensures Waltham Forest are experts in income collection and arrears reduction.

	Ensures customers are receiving highest level of support
To carry out administrative functions as required, including dealing with routine correspondence and enquiries	
To undertake any other duties of a similar level and responsibility as may be required from time to time	

Nature of Contacts Key contacts are internal and external customers/stakeholders Will involve direct contact with members of the public including dealing with challenging situations where influence may be needed. Deal with people at all levels confidently, sensitively and diplomatically.
Procedural Context Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements. Works within laid down procedures but needs to deal with day-to-day problems without always referring to others. Decisions will be made based on Council procedures. Occasionally the post will be expected to work from other locations
Key Facts and Figures

Resourcing Budget Responsibilities: None Supervisory Responsibilities: None
Knowledge, Skills and Experience Experience of communicating verbally and in writing to a range of audiences. To demonstrate an awareness of IT systems and be able to use Word and Excel Able to demonstrate knowledge of housing issues and current housing practice and law. Excellent organisational skills, including the ability to meet deadlines

Developing and implementing operational plans in your area of responsibility

Ability to converse at ease with customers and provide advice in accurate spoken English, delivering information clearly and succinctly to others.

Employing plain English to create meaningful statements. Using the best channel for the message

Being able to use numerical and statistical data accurately to influence others where appropriate with good analytical skills

Building and developing positive relationships and networks which help to get the work done

Employing suitable interpersonal skills and being able to communicate at all levels

Building and developing relationships and networks with people in your own and other organisations to enable up to date and accurate information to be shared

Indicative Qualifications

Numeracy and literacy qualification e.g. GCSE English and Maths or equivalent.

Relevant professional qualification

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.