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| <b>Job Family:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <b>Delivery – Front Line –<br/>Process knowledge</b> | <b>Grade:</b>       | <b>6</b>         |
| <b>Job Title:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <b>Rent Arrears and Recovery Officer</b>             | <b>Directorate:</b> | <b>Resources</b> |
| <b>Date:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>09 September 2022</b>                             | <b>Version:</b>     | <b>1:2</b>       |
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| <b>Role Profile - Details Specific to Job Family</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                      |                     |                  |
| <p>These roles would be regarded as “front line” service delivery roles. Here, role holders are directly accountable for performance, often through the direct control of significant resources or through managed contracts. These roles may also deliver some of their results through collaborative working with co-producers or other third party agencies.</p> <p>At the lower levels, operational managers may oversee a department or team and at the lowest levels, direct contact with service users will be a common feature of roles in this job family. At the higher levels, they may be in charge of a department, large operational area or the management of significant contracts and may be ultimately accountable for ensuring compliance with statutory obligations.</p> |                                                      |                     |                  |
| <b>Role Profile - Details Specific to Grade</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                      |                     |                  |
| <p>Operating with limited guidance or instructions so that initiative and judgment are needed to determine to address and resolve short term (daily) problems. Likely to supervise a small team, assessing workload and prioritizing tasks for others.</p> <p>Roles requiring a level of process expertise to deliver an advisory or supervisory service.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                      |                     |                  |
| <b>Brief Description of job role and department</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                      |                     |                  |
| <p>The Shared Finance Service ambition is to add value, inspire success and this role is part of the Shared Finance Service (SFS) team collectively responsible for delivering SFS activities to realise this ambition.</p> <p>As the Rent Arrears and Recovery Officer the post holder will be working within the Shared Finance Service, Finance Housing Income Collection and Enforcement Team to administer, collect and recover Housing Rent, and Temporary accommodation charges.</p>                                                                                                                                                                                                                                                                                                  |                                                      |                     |                  |
| <b>Representative accountabilities</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                      |                     |                  |

- Carry out independent but medium risk interventions/assessments to identify customer needs or deliver services directly to customers.
- Assist more experienced colleagues in delivering complex service activities/assessments in order to meet or identify customer needs and develop own skills and experience.
- Provide advice and support to customers using Council procedures and policies.

#### **Budgetary accountabilities**

- None

#### **Specific accountabilities**

##### **Functional Responsibilities:**

- To ensure the collection of rent arrears for general needs and temporary accommodation debts, through early intervention with an emphasis on personal contact with tenants.
- To prevent rent arrears from escalating in line with the Council's rent collection policies and procedures in an effort to prevent serious debt and homelessness
- To identify where tenants may be experiencing difficulty in meeting their commitment to pay rent (and other such bills as council tax) and be able to provide debt counseling and advice or referral to the Financial Inclusion Team.
- To refer tenants to internal and external support agencies, where appropriate, to ensure that the tenancy can be sustained and the tenant is supported throughout.
- Responsible for monitoring rent accounts on an ongoing basis, in order to identify cases that require further enforcement action, particularly in relation to tenants with court orders, or who have introductory tenancies.
- To achieve agreed personal patch performance targets for the collection of rent and be fully involved in the setting of personal future performance targets.
- To work proactively and to contribute ideas to improve income maximisation for the council and for individual tenants.
- To maintain a sound knowledge of Housing Legislation and in particular the impact of welfare reform on both tenants and the council.
- To make regular and early contact with all tenants in arrears through home visits, telephone calls, office interviews etc; sometimes outside normal working hours.
- To negotiate repayment arrangements with tenants and take corrective action where such agreements are not maintained.
- To prepare and serve Notices of Seeking Possession and, in the cases of introductory tenants to determine the appropriateness of the service of Notice of Possession Proceedings and ensure all pre-court protocol is followed.
- To attend any Court Hearings as necessary in the absence of the Rent Arrears Recovery Lead
- To liaise with the Housing department's Landlord and Community Housing teams, Adult social Care and Financial Inclusion to work towards the prevention of escalating arrears and homelessness.
- To assist in the induction of new members of staff.

**Performance**

- Consistently achieves performance targets and celebrates success with team
- To develop, update and act on Personal Development Plans as discussed and agreed with the Rent Recovery Lead
- To take responsibility for own performance, taking a proactive stance to ensure performance meets or exceeds standards required of the service.

**Partnership working**

- Demonstrate strong support of the Shared Finance Service, inspiring team to deliver partnership working across both councils
- Interface directly with external and internal customers to manage delivery priorities, issues and challenges
- Assist the Recovery Lead in partnership working with our Legal Service for improved recovery and enforcement processes.
- Develop partnerships with financial inclusion, adult social care and adult social care finance team, service providers including Citizens Advice Bureau; and welfare reform within strategic business. Establish referral links to agencies who can give practical support and legal financial advice.
- Actively engage in the organisation of meetings, workshops and other events as required

**Person specification (knowledge, skills, experience and behaviors required in the role)**

### **Education and/or Experience**

- A minimum of 5 GCSEs (including English & Maths) or equivalent
- Experience of working with multiple agencies to deliver services to customers
- Experience of working in a customer focused environment and achieving successful outcomes in the delivery of services that meet customer needs
- Experience in working to tight deadlines and as part of a team

### **Desirable Knowledge and Experience**

- Experience of working within Housing rent recovery

### **Capabilities and Behaviours**

- Able to understand and follow set procedures and legislation.
- The ability to organise own workload to ensure deadlines and service targets and standards are met and be able to prepare information or statistics at the request of the Rent Recovery Lead/Finance Housing Income and Collection Manager.
- Able to deal with sometimes difficult or distressed/vulnerable tenants concerning Rent arrears and possible eviction matters in person and by telephone and be able to compose written replies using plain English.
- Able to communicate professionally with work colleagues, other departments and external organisations etc in person and by telephone.
- Ability to develop strong working relationships and establish personal credibility with a wide range of stakeholders both within and outside of Kingston and Sutton Councils
- Enthusiastic and empathetic approach to coaching, mentoring and inspiring
- Proven proficient ICT skills including corporate communication systems (Google, Agresso, Anite etc) and recognise the benefits and the potential of new technology in relation to your service, for example rentsense. To have an appetite to learn new systems and apply them effectively.colleagues using high levels of emotional intelligence to achieve high standards of personal and team performance
- Creative approach to problem solving and improving delivery of finance services
- Open and adaptive approach to supporting and achieving success for the Shared Finance Service
- Team player – able to inspire confidence and respect
- Willingness to undertake training in order to increase and maintain knowledge of rent recovery and good practice and changes to Welfare benefit legislation
- Must be physically able to visit people in their own homes including properties that can only be accessed by stairs
- Willingness to work in the evening

**Mandatory accountabilities/requirements for all LBS staff e.g.**

- Ensure all health and safety standards are adhered to for the relevant work area
- To carry out duties and responsibilities in accordance with the Council's Core Values and Equality and Diversity Policy and all other Borough and departmental policies and procedures.
- To be fully aware of and understand the duties and responsibilities arising from the Children Act 2004 and working together in relation to child protection and the principles of safeguarding as they apply to vulnerable adults in relation to work role.
- Commits to the wellbeing of staff and actively promotes Health & Safety policies
- All duties should be carried out in an efficient, accurate and timely manner and in accordance with agreed procedures.
- To comply with the Council's Code of Conduct and ensure all personal data is kept confidential in compliance with the Data Protection Act and that all relevant interests are declared to your line manager.
- Any other duties commensurate with the grade of the post as may be required from time to time, including attending meetings outside normal working hours.