

TENDRING DISTRICT COUNCIL**JOB DESCRIPTION****Job Title:** Rent Management Officer**Post No:** 10001327**Department:** Operations and Delivery –
Housing and Environment**Grade:** Career Grade 3/5**Reports to:** Senior Rent Management Officer**1. JOB PURPOSE**

- To manage the recovery of Council Rent Arrears over the Councils housing stock, garages, DIYSO and Shared Ownership properties.
- To manage and maintain customer records.
- To maintain Rents databases to provide effective customer service.

There are no direct supervisory responsibilities

2. JOB ACTIVITIES

1. Interrogation of the Rents Systems to determine arrears cases for recovery action in accordance with the arrears recovery policy.
2. To be proactive in making contact with tenants to discuss payment and recovery on accounts, by phone, letter, e-mail and in person.
3. To respond in a positive manner to enquiries from tenants by phone, letter, e-mail or in person, and to accurately evaluate the nature of the enquiry and determine the appropriate action to be taken.
4. The issue and personal service of Notice of Seeking Possession/Quit, Court Summonses and eviction warrants. Selection of arrears cases for legal action. Attendance at Court hearings and evictions.
5. To provide debt advice, and offer assistance in respect of housing benefit claims and assess potential entitlement to minimise rent debt.
6. To be proactive in addressing Council Tax arrears with council tenants.
7. Recovery of former tenant arrears in house and, in conjunction with debt recovery agent.
8. Administration and monitoring of Universal Credit Cases, production of reports and statistics therein.
9. To regularly liaise with Sheltered Housing Officers, to ensure that arrears solutions on mutual clients are noted and monitored within sheltered care plans.
10. Relief Rent collection when required.
11. To organise, deliver and maintain reliable customer service.
12. To improve the customer experience.
13. To contribute to the maintenance of a healthy, safe and productive working environment.
14. To achieve personal effectiveness by identifying skills and knowledge gaps through self appraisals.
15. Any other duties as reasonably required by the post holder's manager.

3. SUPERVISION AND RESPONSIBILITIES

The postholder will be responsible for:

- Communicate with other teams, departments, and outside agencies. The work will involve changing rapidly from one task to another during the working day.
- The post holder will be expected to work under their own initiative within clearly defined procedures
- The post holder must work to attain optimum performance on service delivery within your area of responsibility.
- The post holder should seek advice of the Senior Rent Management Officer on difficult or contentious decisions.
- Some work outside of normal working hours may be necessary.

4. SPECIAL CONDITIONS

- The post holder must comply with legislative requirements of data protection, health, safety and welfare ensuring good practice standards at all times.
- To ensure proper adherence to the Council's Grievous, Disciplinary, Capability, Harassment and other Human Resources policies and procedures.
- The post holder may deal with a variety of individual cases involving persons who may be abusive, distressed, engaged in anti social behaviour, or under the influence of alcohol or other chemical substances and should be aware of the potential risks associated with such contacts and adhere to necessary precautions for personal safety and the safety of others.
- The post holder may deal with a variety of individual cases or enquiries involving elderly persons, disabled people, ethnic minorities or persons having special needs, and should be aware of the welfare, Legislative and other requirements associated in dealing with such groups.
- Take all possible reasonable steps to create a harmonious working environment using consultation, effective communication, and team working techniques.
- The post holder must have the ability to travel every day to visit residents in all parts of the district.

This job description is a guide to the duties the post holder will be expected to undertake. It is not required to be exhaustive, or exclusive, and will be changed as the working environment dictates.

TENDRING DISTRICT COUNCIL

PERSON SPECIFICATION

Job Title: Rent Management Officer

Post No: 10001327

It will help the assessment of your application if you ensure it addresses each of the requirements set out in this document.

PROFESSIONAL & TECHNICAL DEVELOPMENT

- GCSE (A* - C) English Language & Mathematics or equivalent.
- Able to operate MS-Word, Excel, Outlook (a Level 2 IT qualification would be an advantage).
- General education to GCSE standard or equivalent.
- Level 3 NVQ in Business Administration or Customer Service
- Experience of working in an office which involved dealing with the public either face to face or by telephone.
- Practical understanding of related Housing, Housing Benefit and Council Tax procedures.
- Working experience of any Department of Work and Pensions, benefits or welfare rights advice.

COMPETENCY REQUIREMENTS

The following competencies will be used in making the initial selection decision:

2.1 Working with People

- a. Demonstrates an interest in and understanding of others.
- b. Adapts to the team and builds team spirit.
- c. Recognises and rewards the contribution of others.
- d. Listens, consults others and communicates proactively.
- e. Supports and cares for others.
- f. Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses.

2.2 Adhering to Principles and Values

- a. Upholds ethics and values.
- b. Demonstrates integrity.
- c. Promotes and defends equal opportunities, builds diverse teams.
- d. Encourages organisational and individual responsibility towards the community and the environment.

3.1 Relating and Networking

- a. Establishes good relationships with customers and staff.
- b. Builds wide and effective networks of contacts inside and outside the organisation.
- c. Relates well to people at all levels.
- d. Manages conflict.
- e. Uses humour appropriately to enhance relationships with others.

3.2 Persuading and Influencing

- a. Makes a strong personal impression on others.
- b. Gains clear agreement and commitment from others by persuading, convincing and negotiating.
- c. Promotes ideas on behalf of self and or others.
- d. Makes effective use of (internal) political processes to influence and persuade others.

4.1 Writing and Reporting

- a. Writes clearly, succinctly and correctly.
- b. Writes convincingly in an engaging and expressive manner.
- c. Avoids the unnecessary use of jargon or complicated language.
- d. Writes in a well-structured and logical way.
- e. Structures information to meet the needs and understanding of the intended audience.

6.2 Delivering Results and Meeting Customer Expectations

- a. Focuses on customer needs and satisfaction.
- b. Sets high standards for quality and quantity.
- c. Monitors and maintains quality and productivity.
- d. Works in a systematic, methodical and orderly way.
- e. Consistently achieves project goals.

6.3 Following Instructions and Procedures

- a. Appropriately follows instructions from others without unnecessarily challenging authority.
- b. Follows procedures and policies.
- c. Keeps to schedules.
- d. Arrives punctually for work and meetings.
- e. Demonstrates commitment to the organisation.
- f. Complies with legal obligations and safety requirements of the role.

Applicants should note that the above competencies are part of the Council's Universal Competencies Framework and there will be other competencies relevant to this role which will be used in the on-going appraisal of the person appointed.

Applicants should also take note of the requirements of the Career Grade for this post. The Career Grade details additional requirements that will be used to determine the pay rate on appointment and in the management of performance and pay progression after appointment.