

TENDRING DISTRICT COUNCIL

JOB DESCRIPTION

Job Title: Rent Management Support Officer

Post No: 10001329

Department: Operations and Delivery –
Housing and Environment

Grade: 2 to 4

Reports to: Senior Rent Management Officer

1. JOB PURPOSE

- To be responsible for the rent accountancy functions of the Council's Housing Department.
- To assist in rent arrears recovery.
- To manage and maintain customer records.
- To maintain rents databases to provide effective customer service.
- Making account adjustments using the Council's Northgate Rent System.
- To Supervise the Rents Admin Officer and/or Housing Rents Support Apprentice

2. JOB ACTIVITIES

- To establish rental liability through contact with colleagues, rent payers and other agencies.
- To advise and evaluate the viability of claims for housing benefit to achieve an effective delivery of service to tenants.
- Effective calculation and monitoring of Direct Debits payments.
- To be proactive in making contact with tenants to discuss payment and recovery on accounts, by phone, letter, e-mail and in person.
- To respond in a positive manner to enquiries from tenants by phone, letter, email or in person, and to accurately evaluate the nature of the enquiry and determine the appropriate action to be taken.
- Maintain and monitor customer records, statistics and databases.
- Interrogation of the Housing Management System to determine cases for recovery action in accordance with the arrears recovery procedure.
- Collection and recovery of former tenant rent arrears and sundry debts.
- Production of DTI and mail merge letters, reports and statistics.
- Maintain void properties database for council tax purpose.
- Administration of Right to Buy of Council properties.
- General admin duties, including and not exclusive to filing and scanning, post.
- To assist with end of year processes.
- Work with others to improve customer service.
- Monitor and solve customer service problems.
- To organise, deliver and maintain reliable customer service.
- To improve the customer experience.
- To contribute to the maintenance of a healthy, safe and productive working environment.
- Any other duties as reasonably required by the post holders manager.

3. CORPORATE RESPONSIBILITIES

- You must work to any standards imposed by the Council in maintaining and improving its status.
- You are required to adhere to the Council's HR and ICT policies, procedures and schemes, including Age, Alcohol, Drugs and Substance Abuse, Equality and Diversity, Flexible Working Hours, Discipline, Grievance, Harassment, Health, Safety & Welfare; Lone Working, Managing and Developing Personal Performance (MDPP), No Smoking, Sickness & Ill Health, Stress, Race Awareness, Violence at Work and Working Time Regulations. E-Mail, Internet, Intranet, IT Monitoring, ICT Security, Records Management and Retention as well as financial and contract regulations, delegated powers, the Data Protection Act and the Freedom of Information Act.
- Must maintain high quality corporate and service standards and best practice as required.
- The post holder will 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 with the support of the Senior Rent Management Officer.
- The post holder must work to attain optimum performance on service delivery within their area of responsibility.
- The post holder should seek the advice of the Senior Rent Management Officer on difficult or contentious decisions.

4. SPECIAL CONDITIONS

- The work may involve changing rapidly from one task to another during the working day, and the work can involve dealing with clients who are in crisis and who are sometimes emotional.
- The post holder will work under supervision of their manager.
- The post holder must work to attain optimum performance in service delivery within your area of responsibility.
- The post holder should seek the advice of their manager on difficult or contentious decisions.
- Take all possible reasonable steps to create a harmonious working environment using consultation, effective communication and team working techniques.
- 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 his/her own safety and the safety of others.
- The post holder may also deal with a variety of individual cases or enquiries involving elderly persons, disabled persons, ethnic minorities or other similar persons having special needs and should be aware of the welfare, legislative and other requirements associated in dealing with such groups of people.

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 working requirements dictate.

TENDRING DISTRICT COUNCIL

PERSON SPECIFICATION

Job Title: Housing Rents Support Officer

Post No:

9.1 PROFESSIONAL & TECHNICAL DEVELOPMENT

- Good GCSE passes or equivalent in English and Mathematics.
- Ability to use IT systems including the Microsoft Office Suite – Word, Excel etc (a level 2 ICT qualification would be an advantage).
- Experience of working on own initiative.
- Experience of working both within an office and externally dealing with the public face to face or via the telephone.
- Experience of working within a customer focused organization.
- A practical understanding of housing rents, benefits or an equivalent revenues field

COMPETENCY REQUIREMENTS

The following competencies will be used in making the initial selections 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 PRINCIPALS AND VALUES

- a. Upholds ethics and values
- b. Demonstrates integrity
- c. Promotes and defends equal opportunities, and builds diverse teams
- d. Encourages organizational and individual responsibilities 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.

4.1 WRITING AND REPORTING

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

4.3 ANALYSING

- a. Analyses numerical data, verbal data and all other sources of information
- b. Breaks information into component parts, patterns and relationships
- c. Probes for further information or greater understanding of a problem
- d. Makes rational judgements from the available information and analysis

- e. Produces workable solutions to a range of problems
- f. Demonstrates an understanding of how one issue may be a part of a much larger system.

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.

7.1 ADAPTING AND RESPONDING TO CHANGE

- a. Adapts to changing circumstances
- b. Accepts new ideas and change initiatives;
- c. Adapts interpersonal style to suit different people or situations;
- d. Shows respect and sensitivity towards cultural and religious differences
- e. Deals with ambiguity, making positive use of the opportunities it presents.

7.2 COPING WITH PRESSURES AND SETBACKS

- a. Works productively in a high pressure environment
- b. Keeps emotions under control during difficult situations
- c. Balances the demands of a work life and a personal life
- d. Maintains a positive outlook at work
- e. Handles criticism well and learns from it.

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.