

JOB DESCRIPTION

Job title: Income Officer

Reports to: Income Manager

Line Management: None

Location: London (Hybrid)

Job Summary

Undertake the recovery of all rents and other charges due to the Haig Housing, in accordance with the law, best practice and the Trust's policies and procedures, in order to maximise the Trust's income.

Implement timely and accurate reviews of all rents and other charges and the production of draft service charge schedules.

Provide timely and supportive advice to tenants having difficulty paying their rent with the aim of enabling such tenants to sustain their tenancy, this includes making reasonable and informed repayment agreements where arrears exist.

Process and manage deposits, rent adjustments and increases, refunds and decoration allowances.

Manage all current and former tenants' rent accounts in accordance with the Trust's procedures.

Initiate legal action in relation to rent arrears in accordance with the Trusts procedures ensuring appropriate authorisation has been received in each case.

Work with the Housing managers in preparing court documents and court attendance on occasions.

Monitor and manage dept recovery from former tenants in accordance with the law and HHT procedures

Person Specification

	ESSENTIAL	DESIRABLE
Qualifications, Skills & Experience		
Comprehensive knowledge of recovering rents and other charges, and processing payments securely.	x	
Skilled at undertaking the processing of rent and charges reviews.	x	
Experience submitting and managing rent registrations and de-registrations.		x
Ability to follow policy to recover former tenants' debt and recover arrears and understand options available. Tracing former tenants as necessary.		x
Experience liaising with Solicitors and Debt recovery Agents in more complex cases to recover possession and outstanding debts.		x
Competent at placing applications on Possession Cases On Line (PCOL) and Money Cases On Line (MCOL) systems.	x	
Effective at serving notice in conjunction with the Trust's procedures, and report writing for evictions and write offs.	x	
Experience in sign posting tenants who may be struggling to pay rent by referring them to other support/charity organisations and discussing welfare benefits which they may be entitled to.		x
Ability to produce rent statements, annual schedules, and accurate and timely reports for Managers and Trustees and other organisations as required.	x	
Experience in completing reference requests and dealing with managing agents and market lets.	x	
Skilled at engaging with Local Authority and Universal Credit in relation to tenants' claims for Local Housing Allowance and managing accordingly.		x
Personal Qualities		
A successful track record of income recovery.	x	
Good working knowledge of Landlord and Tenant Law with an emphasis on Possession proceedings, using of PCOL and MCOL, and knowledge of Housing Benefit Regulations and welfare benefit systems.	x	
Excellent numeracy and communication skills with the ability to manage sensitive conversations empathetically.	x	

JOB DESCRIPTION

Attention to detail, accuracy and time keeping is imperative.	x	
Successful at working collaboratively with internal and external parties.		x
Ability to use 'Microsoft Office' to intermediate standard and income management software packages.	x	