

## **JOB DESCRIPTION**

<b>Directorate:</b>	Chief Executive's Department
<b>Division:</b>	Housing
<b>Post No &amp; Job Title:</b>	Income Collection Officer
<b>Grade:</b>	Grade 7
<b>Responsible to:</b>	Income Collection Manager
<b>Responsible for:</b>	N/A
<b>Main purpose of the job:</b>	To effectively manage and collect rent and service charges whilst providing a high level of support to customers to sustain their tenancies.

### **Main Duties and Responsibilities:**

1. Responsible for managing a patch of rent accounts to ensure that all monies owed in respect of rent and service charges are collected as efficiently as possible.
2. Responsible for the service of notice seeking possession.
3. Identify accounts requiring possession action.
4. To make applications to court for possession and warrants as approved by the authorised persons both via PCOL or on paper as required.
5. To represent Broxtowe Borough Council at possession hearings as required.
6. Coordinate and attend evictions as required.
7. Provide excellent customer services to customers contacting us in person, on the phone or in writing to maximise income.
8. To visit customers in their homes to discuss their accounts and provide appropriate advice and support.
9. To provide customers with basic financial capability advice and signpost to other agencies as required.
10. To work in partnership with other departments and agencies (DWP, JCP, Citizens Advice etc.) to help customers sustain their tenancy.

11. To work closely with the Estates Officer, Homelessness Prevention Officer and other colleagues in the housing department to provide joined up services to customers.
12. To address low level tenancy management issues when out on patch (e.g. untidy gardens) and refer more serious issues to the relevant officer.
13. Provide general housing advice to customers.
14. Maintain accurate records in line with Data Protection Act 2018.
15. To maintain a good understanding of welfare benefits and any changes which may affect customer's ability to pay.
16. To maintain a good understanding of housing legislation in relation to the collection of income.
17. To provide cover for other Income Collection Officers during periods of absence.
18. Carry out any other duties that are within the scope and grading of the post which could also be requested by the line manager or Head of Service.

#### **DESIGNATED CAR USER**

A designated car user status has been attached to this post.

#### **SPECIAL CONDITIONS**

Duties may include attendance at evening meetings and/or work outside normal office hours.

#### **RESTRICTIONS**

This is not a politically restricted post.

This post is subject to exemption with reference to the Rehabilitation of Offenders Act 1974.

#### **NOTE**

The above job description sets out the main responsibilities of F136 – Income Collection Officer but should not be regarded as an exhaustive list of the duties that may be required. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the post holder during the Personal Development Review process.

All employees are expected to maintain a high standard of service delivery and to uphold the Council's policies in accordance with equality and diversity standards, and health and safety standards, and to participate in training activities necessary to their job.