

JOB DESCRIPTION

Directorate:	CEX – Chief Executive
Division:	Housing
Post No & Job Title:	F133a Rent Accounting Officer
Grade:	Grade 5
Responsible to:	Income and Housing Manager
Responsible for:	N/A
Main purpose of the job:	To provide efficient administration of the rent accounting records and Capita OpenHousing system in respect of rent and all relevant charges. To produce statistical information relating to performance for the purposes of benchmarking and local government returns.

Main Duties and Responsibilities:

1. To be responsible for the maintenance and input of all rent accounting records including debit control, cash income, standing order and direct debit payments and balancing of accounts.
2. Reconcile the rent accounting system with the Council's general ledger promptly and accurately rectifying any discrepancies.
3. Prepare and maintain statistical information, including creation, complex manipulation and updating spread sheets.
4. Manage the daily administration involved in processing direct debits.
5. Distribute work relating to unpaid direct debits, standing order etc. to the Income Collection Officers or Assistants.
6. Ensure the accurate and timely posting of all monies received from customers in respect of their accounts.
7. Make adjustments to accounts as approved by the Income Collection Manager or Income and Housing Manager.
8. Provide a high level of customer service to resolve issues relating to missing payments or queries about direct debits.

9. Be a first point of contact for customer enquiries in the absence of the Income Collection Officer and Assistant.
10. Maintenance and input of all management charges and payments.
11. Act as a super user for the housing management system along with the Income Collection Manager.
12. To be responsible for the rents month end procedures, including the balancing of the income and refunds to the General Ledger.
13. To be responsible for the quarterly bulk production of rent statements including liaising with Capita to ensure the safe transfer of the electronic files.
14. Compile the write off reports and process transactions on the rent account.
15. Prepare, input and maintain the Capita OpenHousing system in respect of year end procedures, including calculation and bulk uprating of rent to be charged.
16. Ensure the timely issue of the rent review notices in line with Housing Act 1985.
17. To be responsible for the weekly, monthly and quarterly production of KPIs and Benchmarking statistics, as well as annual statistics for government reporting.
18. Take a lead role in the creation and management of all reports generated through the reporting software.
19. Manage the link between other teams in respect of sundry debts.
20. Liaise with other directorates within the authority to ensure the smooth running of the team.
21. Work with other teams as required to effectively manage the tenants' contents insurance scheme.
22. 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 not 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 Post No F133a and F133b Income Collection Accountant 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.