



<b>Job Title:</b>	Income Management Officer	<b>Reporting to:</b>	Housing Services Manager
<b>Directorate:</b>	Operations	<b>Location:</b>	The Gateway, 89 Sankey Street, Warrington, WA1 1SR

**Purpose of the role:**

To deliver a high-quality income management service to WHA customers. To work closely with customers to ensure WHA maximises its income and achieves annual targets for income collection. To lead on taking appropriate action in line with our arrears policy where customers are not paying their rent.

To be committed to supporting customers and delivering the highest levels of customer service.

**Key accountabilities and job content:**

- To provide a high level of customer service when acting on behalf of WHA.
- To manage all rent accounts, monitoring arrears and taking timely and proportionate action in line with our rent policy and process.
- To liaise with internal and external stakeholders to ensure the effective management of WHA income streams and supporting customers to maximise their income.
- To proactively communicate with customers through a variety of channels which meet customer expectations and is delivered in clear, simple, language.
- To maintain an empathetic approach and adapt your approach to meet customer needs and consider vulnerabilities in all communications.
- To manage all casework effectively, ensuring all contacts are logged in a timely and accurate manner to support any legal action required
- To take appropriate legal action to recover debt including preparing court applications, attendance at Court proceedings and evictions.
- To provide advice, support and assistance to colleagues and customers as and when required for queries related to rents, arrears management and benefits.
- To support customers where appropriate to maximise their income and where required, refer to support agencies.

- To be able to carry out basic benefit calculations and where required support customers to make a claim for housing benefit or Universal Credit.
- To support colleagues within the housing team with wider estate and tenancy issues as required.
- To lead, in conjunction with the Head of Finance, on the management and application of service charges.
- To work with colleagues to ensure we effectively respond to the voice of our customers, seeking their views on services, policy and processes.
- To represent WHA at external forums as required.
- To check the portal for DWP to verify claims within agreed timescales.
- To take responsibility for your own development, keeping up to date with welfare reform changes and associated legislative changes.
- To meet performance targets for your service area.
- To work flexibly as required to meet the needs of the business and our customers.
- To champion the safety and protection of both adults and children and ensure all safeguarding concerns are reported in a timely manner and recorded.

#### Qualifications

- Minimum GCSE standard including Math's (essential)
- Numeracy skills
- CIH qualification level 3 preferred or a willingness to study for the qualification
- Full driving license with access to a vehicle to complete visits in and around Warrington

#### Knowledge, skills and experience:

##### Essential

- Experience in income management including the effective management of arrears/debt collection
- Excellent communication skills including the ability to communicate clearly, in plain language.
- IT literate – competent in Microsoft Office, CRM etc..
- Excellent customer service skills with experience of developing effective relationships with customers and colleagues.

- Target-focused and adaptable to meet the needs of the customer and the business
- Proven track record of contributing to team objectives
- Ability to work on own initiative
- Flexible working hours to maximise income
- Proven experience of managing a caseload.
- Self-motivated with an inquisitive approach
- A commitment to improving services to customers
- Highly resilient and with the ability to deal with difficult and challenging conversations

#### Desirable

- Knowledge of welfare benefits and welfare reform
- Knowledge of legal processes to manage arrears
- Relevant professional qualification
- Social housing experience
- Project management skills
- Analytical skills
- Ability to draft reports/letter-writing skills

#### Corporate

- Responsible for the health, safety and welfare of yourself and others at work, embedding a safety-first culture.
- Commitment to equality, diversity and inclusion.
- Adhere to safeguarding policies and procedures, reporting any concerns and working with agencies to safeguard vulnerable customers and colleagues.
- Comply with the General Data Protection Regulations.
- Occasional evening or weekend work and the requirement to participate in an on-call rota.
- May be required to undertake any other reasonable duties commensurate with the role.

#### Competency Framework

**Team Working** – Level 3;    **Respect** – Level 2;    **Progress** – Level 2;

**Leadership** – Level 2;    **Integrity** – Level 3;    **Customer Service** Level 3