

Income Officer

Service	Reporting to	Location	Grade	Hours
Salford Housing Options Point	Principal Officer – Salford Property Link	Salford Civic Centre	3A	Full-time (36 hours per week) Flexible working arrangements considered

About the role

- Develop effective working relationships with colleagues, partners and key stakeholders to support the delivery of homeless prevention and floating support services.
- Manage and maintain processes that capture customer feedback to create a culture of continuous improvement.
- Promote, encourage, and support customer involvement and engagement in client's communities and services.
- Be responsible for the effective implementation of the rent arrears recovery policy and procedures within Salford Property Link.
- Contribute towards the delivery of an effective Social Lettings Agency by providing both a telephone and face to face service. You will also be required to undertake home visits as and when deemed necessary.
- The role of Rent Income Officer involves providing all tenants with debt advice with a focus on preventing homelessness by ensuring their homes remain affordable and sustainable for the future.
- To contribute to the provision of support for any tenants facing financial difficulties or hardship and where appropriate offering alternative housing options.
- To liaise with other organisations, agencies and service providers as appropriate including Department for Work and Pensions, Housing Benefit, Finance, Welfare Rights and Debt Advice, landlords, Adult Social Care and Childrens' Services.
- To maintain detailed and accurate records of all tenant's rent accounts and ensuring all records are kept up to date and the necessary correspondence sent.
- Support tenants who need to claim Universal Credit Housing Element and submit alternative payment arrangements, where required.
- Signposting to relevant advice services when required.
- To assist the Housing Options Team to conduct full enquiries and make decisions under the homelessness legislation on the council's duty where the client is homeless or threatened with homelessness, regardless of tenure, with affordability issues, ensuring the council meets its statutory duties with reference to the Housing Act 1996 parts 6 and 7, the Homelessness Act 2002 and the Homelessness Reduction act 2017, taking into account the relevant Code of Guidance and case law.

Job code:
Job score:
Date of evaluation:

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Key outcomes

- Be responsible for minimising tenant rent arrears with Salford Property Link and ensure suitable and relevant payment methods are in place.
- Handle queries and complaints to give tenants high quality customer services and ensuring high levels of customer satisfaction.
- Encourage the take up of welfare rights and debt advice and carry out appropriate referrals to that service.
- Be responsible for liaising with the relevant landlord to instigate legal proceedings and the administration of court applications in respect of the recovery of tenant debt including carrying out evictions as required.
- Assist in making recommendations on recovery policies and procedures and contributing to the overall performance of the of the team.
- Attend all sign up meetings to assist with applications for universal credit housing element and alternative payment arrangements, where necessary.
- Be aware of, and keep up to date with, current and relevant legislation.
- To operate working protocols across other services and departments to ensure smooth and effective delivery of a joined-up service to all tenants.
- Ensure tenant consultation and participation are treated as core activities, central to the effective management of the service.
- Responsible for the effective monitoring of HMO utility payments and providing all landlord with accurate and regular statements.
- Working alongside officers to resolve any landlord enquiries regarding rental income or utilities.
- Processing of all Guaranteed Rent payments to all landlords at the correct rate in line with the management contract.

What we need from you

- To model and demonstrate our values and behaviours.
- Personal and professional credibility at all levels of the organisation that demonstrates the positive contribution you can make to service delivery.
- Models and demonstrates the City Council's values (the 4 P's) and leadership behaviours.
- Ability to adapt and respond to change and challenges in a positive manner.
- Up to date knowledge of legislation such the Homelessness Reduction Act 2018, the Landlord and Tenants Act 1985 and Fire Safety Regulations.
- A knowledge of the city of Salford's environment and its widely differing needs across the range of services and wider issues in local government, partner organisations, public and private sector.
- Ability to support colleagues and work together in a one team approach to ensure all service goals and targets are met.
- Fully embrace the development of annual team and service improvement plans and provide regular feedback through 1to1 and appraisal process.

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- Understanding of working in a political environment and decision making in a public body where outcomes may not always be able to meet expectations.
- The ability to travel across the Salford and Greater Manchester areas, either using a vehicle insured for business use or the car share scheme.
- Influencing and stakeholder management skills and the ability to build relationships.
- Capability in achieving departmental outcomes and meeting the organisational priorities.
- Skilled communicator who can deliver difficult and challenging messages with clarity in line with the Local Authorities responsibilities surrounding Homelessness and other legislation.
- Ability to work as part of a team, whilst being self -motivated and the ability to use initiative.
- Good negotiation skills to manage in-house and external scenarios requiring a resolution.
- The ability to work in close collaboration with finance to ensure a high level of rent collection across the property portfolio.
- Responsible for the knowledge and understanding of own personal and team objectives and priorities and how the role contributes to achievements.
- A flexible, creative, and innovative solutions focused approach.

What we can offer you

Your ongoing professional development and success in your role is important to us, and that is why we provide a variety of learning and development opportunities. Within the sections below you will find development options tailored to you which will enable you to further develop your existing skills and learn new ones at a pace that suits you best. If you are joining us now, your development will form part of ongoing discussions with your manager. If you are an existing employee, you should use your Personal Development Reviews to discuss your development with your manager and create your development journey. It's important you also take full advantage of any informal learning available to you during the course of your work.

Online learning

Develop your knowledge across a wide range of areas through our Me-Learning platform, with over 200 free courses to choose from. To have the best possible start and comply with current legislation, you must complete the following modules: Welcome to Salford, Health and Safety in the Office, GDPR, Equality Essentials, and Safeguarding Children and Adults. You may also benefit from a variety of courses in categories such as Business Skills, IT and Project Management which are available to learn at your own convenience and pace.

Professional Development

Gain role specific skills and time to learn through a wide range of development opportunities. Learn whilst working and get support towards your qualification through an apprenticeship standard. Access professional development ranging from entry level to master's type qualifications, including achieving a role appropriate qualification. Details can be found on [the Institute of apprenticeships](#) website.

A digital organisation

Developing your digital skills

Our ambition is to provide our workforce with the right level of digital capabilities needed to be successful. Whatever your current digital abilities are, we can provide development ranging from essential workplace skills to specialist workplace skills. These will be delivered through our Digital Skills Academy using both self-directed and guided learning opportunities to enable you to develop. Additionally, you can access free online courses through the [iDea](#) website.

Sharing your digital skills

Our goal is to support you to share your digital knowledge with other people. Our Digital Eagles programme has been designed to cover basic digital skills and build your confidence to assist others. By the end of this programme you will join hundreds of staff members who already are digital eagles, and be able to help colleagues, customers, residents, or people in your personal life with all things digital.

Our organisation's values

We have four values: Pride, Passion, People, Personal responsibility.

[Our four values](#) are central to the way we communicate about the council and the way in which we behave with colleagues, customers, and partners - so that we live and breathe our values each day.

Our values



Pride

Passion

People

Personal responsibility

Application guidance

We are a values-based organisation so reflecting our values or a values-based approach in your evidence will support your application.

The different sections of this role profile are there to give you an understanding of the purpose of the role. The 'what we need from you' section outlines the minimum criteria you will need to meet within your application.

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