



Ipswich Borough Council
Job Description: I97a

Housing Officer (Income Management) Grade 8

Main Purpose of Job

To manage a defined number of properties, acting as the Council's agent in the fulfilment of its legal obligations and policy commitments as landlord, ensuring that tenants' responsibilities are carried out and/or enforced as necessary, reporting directly to the Neighbourhood Team Manager.

Main Duties

1. Responsible for the delivery of the Income Management service within financial and budgetary boundaries ensuring that inspections ensuring all activities are carried out within agreed performance targets. Responsible for adherence to all safe-working and lone-working practices and procedures. To assist the Neighbourhood Team Manager in reviewing procedures to achieve smarter, improved working practices and to deputise for them in their absence.
2. Responsibility for ensuring the Council complies with its legal obligations and policy commitments as a landlord
3. Rent collection and arrears management – responsibility for the enforcement of a rent arrears procedure through all stages from initiation to eviction, including preparing and hand delivering legal notices and attending Court.
4. Community Welfare – advising and supporting tenants on a wide range of welfare benefits and other social housing and welfare issues. This includes working in partnership with the local community and fostering relationships with agencies such as Health, Social Services and the Police.
5. Empty Property Management - Supporting Tenancy Management Housing Officers (flexibility is required to cover when needed') for the management of empty properties, liaising with outgoing tenants/families of deceased tenants. Ensuring the adverts are managed within the current procedure and that the assisted views take place within the target turnaround times. To work closely with the accommodation and housing options team. To complete risk assessment and a support referral if necessary.
6. Tenancy Management (Rent Recovery Related) – Responsibility for the management of tenancies and enforcing any tenancy breaches in close liaison with other Council departments and external agencies. This includes visiting

and interviewing tenants, issuing warnings and Notices, writing witness statements and attending Court.

7. Estate Management – Supporting Tenancy Management Housing Officers (only when required by management) for carrying out inspections of the area, identifying environmental improvements, preparing reports and making presentations to initiate expenditure.
8. Ensuring the landlord legal obligation to complete an annual gas service is met. This includes liaising with the tenants where needed. It also includes Supporting Tenancy Management Housing Officers (flexibility is required to cover when needed') to serve Notices and executing warrants of entry.

Such variations as may be required from time to time without changing the general character of the duties shown above or the level of responsibility entailed.

Addendum

Income Management

To deliver a specialist Income Management function within the Tenancy Services team, ensuring that Council tenants are supported to meet all rental obligations set within the signed Tenancy Agreements.

The role will be solely focussed on specialist Income Management whilst also working collaboratively with the Tenancy Management Housing Officers to deliver a full and efficient Housing Management service. This role will not include Tenancy Management case work unless there is an exceptional need to support the wider team (such as long-term sickness).

1. To deliver all relevant services that relate to Income Management which is led via the Rent and Service Charge Policy in addition to the Income Management Strategy that the Council publishes.
2. To work collaboratively with the Tenant Participation Officer, ensuring that tenants influence service delivery and are treated fairly and with respect.
3. To ensure that the Tenancy Services team work collaboratively to ensure that Council tenants receive a good level of service. This includes but is not limited to working in partnership with the Tenancy Management Housing Officers and Tenancy Support Officers

PERSON SPECIFICATION

Housing Officer - Grade 8

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications	A level or equivalent	CIOH professional qualification	Application and certificates
Relevant experience	Minimum one-year experience of working in a social housing environment Experience of working with challenging and vulnerable customers Experience of representing a service at internal and external meetings as well as during a range of tenant consultation services. Proven experience of analysing and applying the relevant procedures and legislation to deal with and resolve tenancy management issues. Experience of a rent recovery process through all stages including Court action. Experience of reviewing procedures to achieve smarter working practices Experience or working of projects to achieve service improvements	Experience of project work Experience of multi-agency working	Application and interview
Specialist knowledge	Competent in the use of IT systems including Windows based packages and housing management software Knowledge of secure and introductory tenancies and their management Knowledge of current welfare and housing benefits		Application and interview

	Knowledge of where Social Housing fits into the current Government agenda Knowledge of Landlord & Tenant Law and other relevant sections of housing legislation. Experience of the Court process and understanding of the Civil Procedure rules		
Personal skills	Experience of communicating often complex information in a straightforward and easily understandable manner appropriate to the ability of the recipient Proven ability to advise, persuade and negotiate on a variety of housing related matters with tenants and other parties To be able to use own initiative in making decisions in relation to issues of tenancy and estate management in often difficult circumstances Understand the importance of money management for our tenants and demonstrate the ability to agree a payment schedule Ability to show empathy, use persuasion, negotiation and tact in a wide range of circumstances Ability to work both alone and as part of a large and supportive team Ability to organise workloads 4-12 weeks ahead	Experience of coaching and mentoring	Application, interview and testing
Special working conditions	Full driving licence Agile working in various locations Lone working Requirement to attend occasional evening meetings		Application, interview and testing