

<b>Job Family:</b>	<b>Delivery – Front Line – Process knowledge</b>	<b>Grade:</b>	<b>6</b>
<b>Job Title:</b>	<b>Rent and Service Charge Billing and Recovery Officer</b>	<b>Directorate:</b>	<b>Resources</b>
<b>Date:</b>	<b>27 July 2017</b>	<b>Version:</b>	<b>1:1</b>

#### **Role Profile - Details Specific to Job Family**

These roles would be regarded as “front line” service delivery roles. Here, role holders are directly accountable for performance, often through the direct control of significant resources or through managed contracts. These roles may also deliver some of their results through collaborative working with co-producers or other third party agencies.

At the lower levels, operational managers may oversee a department or team and at the lowest levels, direct contact with service users will be a common feature of roles in this job family. At the higher levels, they may be in charge of a department, large operational area or the management of significant contracts and may be ultimately accountable for ensuring compliance with statutory obligations.

#### **Role Profile - Details Specific to Grade**

Operating with limited guidance or instructions so that initiative and judgement are needed to determine to address and resolve short term (daily) problems. Likely to supervise a small team, assessing workload and prioritising tasks for others.

Roles requiring a level of process expertise to deliver an advisory or supervisory service.

#### **Brief Description of job role and department**

The Shared Finance Service ambition is to add value, inspire success and this role is part of the Shared Finance Service (SFS) team collectively responsible for delivering SFS activities to realise this ambition.

As the Rent and Service Charge Officer the post holder will be working within the Shared Finance Service, Finance Housing Rent and Service Charge and Enforcement Team to administer and collect housing rent and service charges, major works and better homes accounts.

#### **Representative accountabilities**

- Carry out independent but low risk interventions/assessments to identify customer needs or deliver services directly to customers.

- Assist more experienced colleagues in delivering complex service activities/assessments in order to meet or identify customer needs and develop own skills and experience.
- Provide advice and support to customers using Council procedures and policies.
- Where appropriate supervise the tasks and activities of other team members including prioritising and scheduling of work.

**Budgetary accountabilities**

- None

**Specific accountabilities**

**Functional Responsibilities:**

- Carries out import of all income files into the Universal Housing System including cash files and Housing Benefit.
- Closing and opening of the weekly rent debit.
- Generate and maintain Direct Debits relating to rent and service charges
- To carry out all manual adjustments to rent accounts as required, including refund and reimbursement processing
- To process tenancy amendments ensuring the correct procedures have been followed, set up, manage and terminate all temporary accommodation accounts.
- To process all journals relating to rent accounts and reconcile income into the Universal Housing System
- To manage and maintain the Home Contents Insurance accounts relating to permanent housing stock.
- To assist with the annual calculation of estimated and actual service charges in accordance with statutory provisions in respect of Right to Buy applicants of flats and maisonettes and other housing initiatives such as equity sharing tenures.
- Providing general explanations of expenditure items included in service charge accounts. Providing administration and accounting support to the leasehold accounts team, including the maintenance of leasehold accounts files held manually and on the Universal Housing System
- Responsible for monitoring service charge, major works and better homes accounts on an ongoing basis, in order to identify cases that require further enforcement action.
- To negotiate repayment arrangements with leaseholders and take corrective action where such agreements are not maintained.
- To attend any Court Hearings as required by Legal Services and attendance at the Upper tier tribunal property chamber.
- To achieve agreed personal patch performance targets for the collection of service charges, major works and better homes accounts and be fully involved in the setting of personal future performance targets
- To work proactively and to contribute ideas to improve income maximisation for the council.
- Liaises with Customers and their Representatives, External and Internal Stakeholders to effectively resolve enquires and provide comprehensive advice and assistance in



writing, and face to face. Provides a service by efficiently resolving telephone enquiries.

- To assist in the induction of new members of staff.

### **Performance**

- Consistently achieves performance targets and celebrates success with team
- To develop, update and act on Personal Development Plans as discussed and agreed with the Rent and Service Charge Lead
- To take responsibility for own performance, taking a proactive stance to ensure performance meets or exceeds standards required of the service.

### **Partnership working**

- Demonstrate strong support of the Shared Finance Service, inspiring team to deliver partnership working across both councils
- Interface directly with external and internal customers to manage delivery priorities, issues and challenges
- Assist the Rent and Service Charge Lead in partnership working with our Legal Service for improved recovery and enforcement processes.
- Develop partnerships with financial inclusion, adult social care and adult social care finance team, service providers including Citizens Advice Bureau; and welfare reform within strategic business. Establish referral links to agencies who can give practical support and legal financial advice.
- Actively engage in the organisation of meetings, workshops and other events as required

### **Person specification (knowledge, skills, experience and behaviours required in the role)**

#### **Education and/or Experience**

- A minimum of 5 GCSEs (including English & Maths) or equivalent
- Experience of working within Housing rent administration and service charge administration, billing and recovery, and knowledge of the relevant prevailing legislation
- Experience of working with multiple agencies to deliver services to customers
- Experience of working in a customer focused environment and achieving successful outcomes in the delivery of services that meet customer needs
- Experience in working to tight deadlines and as part of a team

#### **Desirable Knowledge and Experience**

- Educated to Degree Level
- Experience in Court proceedings
- Knowledge of welfare benefits & planned welfare reforms e.g. Universal Credit

## Capabilities and Behaviours

- The ability to organise own workload to ensure deadlines and service targets and standards are met and be able to prepare information or statistics at the request of the Rent and Service Charge Lead/Finance Housing Income and Collection Manager.
- Able to deal with sometimes difficult or distressed/vulnerable leaseholders concerning arrears and possible County court action in person and by telephone and be able to compose written replies using plain English.
- Able to communicate professionally with work colleagues, other departments and external organisations etc in person and by telephone.
- Ability to develop strong working relationships and establish personal credibility with a wide range of stakeholders both within and outside of Kingston and Sutton Councils
- Enthusiastic and empathetic approach to coaching, mentoring and inspiring
- Proven proficient ICT skills including corporate communication systems (Google, Agresso. Anite etc) and recognise the benefits and the potential of new technology in relation to the service.
- To have an appetite to learn new systems and apply them effectively.colleagues using high levels of emotional intelligence to achieve high standards of personal and team performance
- Team player – able to inspire confidence and respect
- Creative approach to problem solving and improving delivery of finance services
- Open and adaptive approach to supporting and achieving success for the Shared Finance Service
- Commitment to undertake training in order to increase and maintain knowledge of service charges, recovery and good practice and changes to Welfare benefit legislation
- Use proficient ICT skills including corporate communication systems (Google, Agresso. Anite etc) and recognise the benefits and the potential of new technology
- Willingness to work in the evening

## Mandatory accountabilities/requirements for all LBS staff e.g.

- Ensure all health and safety standards are adhered to for the relevant work area
- To carry out duties and responsibilities in accordance with the Council's Core Values and Equality and Diversity Policy and all other Borough and departmental policies and procedures.
- To be fully aware of and understand the duties and responsibilities arising from the Children Act 2004 and working together in relation to child protection and the principles of safeguarding as they apply to vulnerable adults in relation to work role.
- Commits to the wellbeing of staff and actively promotes Health & Safety policies
- All duties should be carried out in an efficient, accurate and timely manner and in accordance with agreed procedures.
- To comply with the Council's Code of Conduct and ensure all personal data is kept confidential in compliance with the Data Protection Act and that all relevant interests are declared to your line manager.

- Any other duties commensurate with the grade of the post as may be required from time to time, including attending meetings outside normal working hours.
- Must be fit / mobile in order to visit people in their own homes and able to climb stairs