

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Revenue Services Collection Officer	Grade: Linked Grade SO1/SO2
Section: Rent Collection Services	Directorate: Finance
Responsible to following manager: Revenue Performance Manager	Responsible for following staff: N/A
Post Number/s: RWR0417 +	Last review date: February 2023

Working for the Richmond and Wandsworth Better Service Partnership

This role is employed under the Richmond and Wandsworth Better Service Partnership. The overall purpose of Richmond and Wandsworth is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

Richmond and Wandsworth Better Service Partnership aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

To assist tenants in sustaining their tenancies by being a dedicated point of contact as a Rent Collection Officer for a specific allocation of social housing properties. Providing engagement, signposting, referrals and solutions on a range of matters, from arrears, payment affordability, welfare eligibility, risks to tenancies, and vulnerabilities.

Specific Duties and Responsibilities

SO1

- Liaise with other internal and external departments - Housing, Social Services, HPU, CAB, DWP and CMHT to provide resolution where tenancy management, vulnerability and rent arrears are inter-related to jointly resolve the problem
- Provides tenants with welfare benefit information and gives basic debt advice and counselling as necessary in Council Offices or in tenant's home as required
- Make referrals to Financial Inclusion Team, Tenancy Support or Housing Management where need is identified
- Responsible for monitoring UC verifications and applying for Alternate Payment Arrangements (APA's) if more than 8 weeks arrears occur
- Responsible for negotiation of affordable payment arrangements
- Responsible for the preparation and hand delivery of Notices Seeking Possession and Notices to Quit on arrears cases
- Advise tenants as to the implications of further arrears action such as arrears possession proceedings and eviction. Prepares reports detailing the outcome of such interviews
- Responsible for the preparation of Court Referrals where eviction action is unavoidable
- Attends evictions as a representative of the Council with the Court bailiff
- Monitors payment arrangements and Court Order breaches for further recovery action
- Present cases to the Introductory Tenancy Review Board as required

SO2

- Responsible for the Councils delivery of identification of Domestic Abuse and necessary action under the Housing Accreditation
- Responsible for using data dashboard to self monitor allocation of Social Housing properties and use intelligence data to improve performance
- Assist Revenue Services Performance Manager in the delivery of key service or Council wide projects.

Generic Duties and Responsibilities

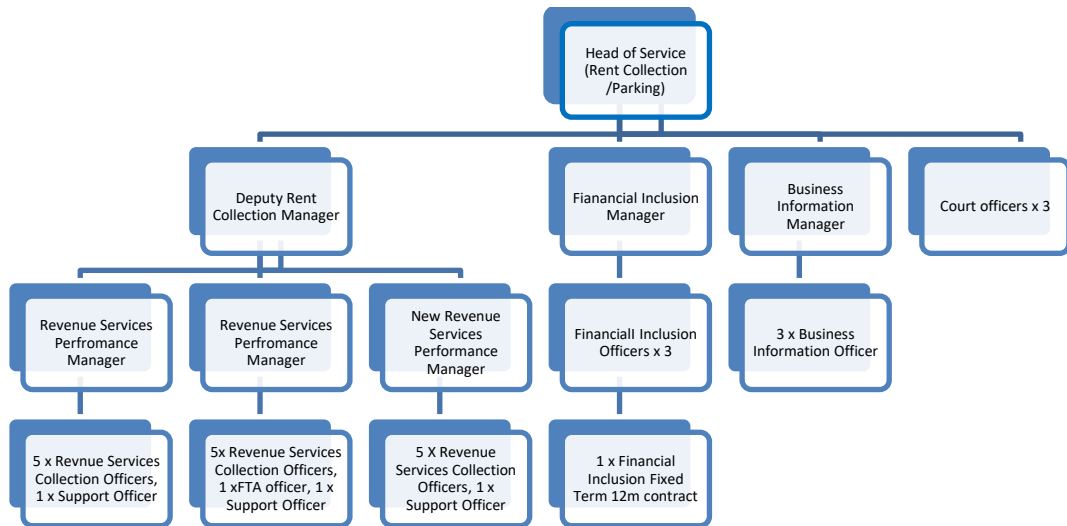
- To contribute to the continuous improvement of the services of Richmond and Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe,

supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.

- To understand both Councils’ duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Additional Information

Team structure



For the current structure please go to The Loop.

Person Specification

Job Title: Revenue Services Collection Officer	Grade: Linked Grade SO1/SO2
Section: Rent Collection Service	Directorate: Finance
Responsible to: Revenue Performance Manager	Responsible for: N/A
Post Number/s: RWR0417 +	Last Review Date: February 2023

Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond and Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
A thorough working knowledge of debt recovery procedures in a Social Housing environment	v		A/I/T
Must be fully aware of the principles of safeguarding vulnerable adults and children	v		A/I
Must be fully aware of Council's duties and responsibilities arising from the Data Protection Act, Health and Safety, Information Technology and Equality, Diversity and Inclusion	v		A/I

Experience	Essential	Desirable	Assessed
Experience of organising and self-managing a varied workload in order to meet deadlines and set targets	√		A/I
Communicating effectively with tenants by phone, email, letters and in person with a sensitive approach to identified vulnerabilities	√		A/I/T
Negotiating affordable payment arrangements to sustain tenancies	√		A/I
Skills	Essential	Desirable	Assessed
Emotional intelligence for adaptive service delivery accounting for a tenant's individual circumstances	√		A/I
Ability to work in a pressurised environment and meet performance targets	√		A/I
Make contributions to service improvements/projects		√	A/I
IT Literate	√		A/I/T
Qualifications	Essential	Desirable	Assessed
GCSE pass A to C or equivalent in Maths and English or experience demonstrating competency in the everyday use of Maths and English		√	A/C

A – Application form / CV

I – Interview

T – Test

C - Certificate