

## Job Profile comprising Job Description and Person Specification

### Job Description

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

#### Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement 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.

The Shared Staffing Arrangement 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**

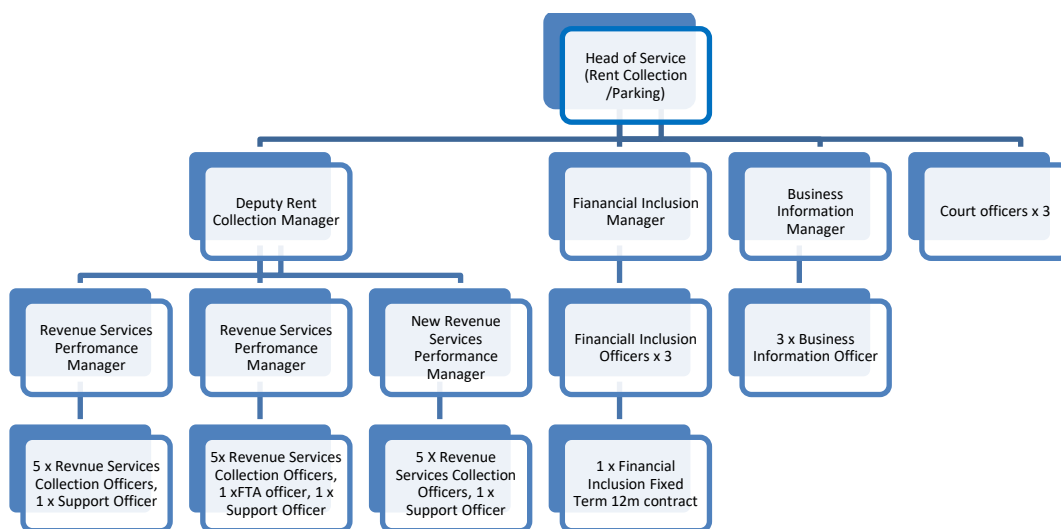
- Responsible for the Councils delivery of identification of Domestic Abuse and necessary action under the Housing Accreditation
- Responsible for using data dashboard to self monitor allocation of Social Housing properties and use intelligence data to improve performance
- Assist Revenue Services Performance 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 the Boroughs of Wandsworth and Richmond.
- 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 the SSA's policies, 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 role within the council.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

## Team structure



## Person Specification

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<b>Responsible to: Revenue Performance Manager</b>	<b>Responsible for: N/A</b>
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### Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a 'can do' attitude and are continuously looking for ways to help each other improve.

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	✓		A/I/T
Must be fully aware of the principles of safeguarding vulnerable adults and children	✓		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	✓		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**