

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Revenue Services Support Officer	Grade: 5/6
Section: Rent Collection Service	Directorate: Resources
Responsible to following manager: Revenues Service Performance Manager	Responsible for following staff: N/A
Post Number/s: RWR0424/RWR0425/RWR0426	Last review date:

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

A team of first line responders to tenant's queries, providing frontline assistance by telephone, email and letter. Delivering guidance on a range of tenancy payment issues from arrears, payment methods, Welfare eligibility and refunds.

Providing support to the Revenue Service Performance Manager and Rent Collection Officers and assisting on low level arrears cases as required.

Specific Duties and Responsibilities

Scale 5

- Maintains up-to-date computerised records of all phone calls and their outcome ensuring compliance with the Data Protection Act
- Provides tenants with welfare benefit information and basic advice, counselling and referral as necessary
- Knowledge of possession action process to ably advise tenants as to the implications of further arrears action based on the status of individual accounts
- Responsible for the logging and circulation of all correspondence, both internal and external
- Ordering of swipe cards, sending out rent statements, setting up standing orders and direct debits
- Responsible for all aspects of rent refund preparation for submission to Revenue Services including the responsibility for ensuring the prompt sending and return of memos to the Housing Benefit Service
- Accesses and verifies rent liability on DWP's Landlord Portal and reports any identification of fraudulent claims

Scale 6

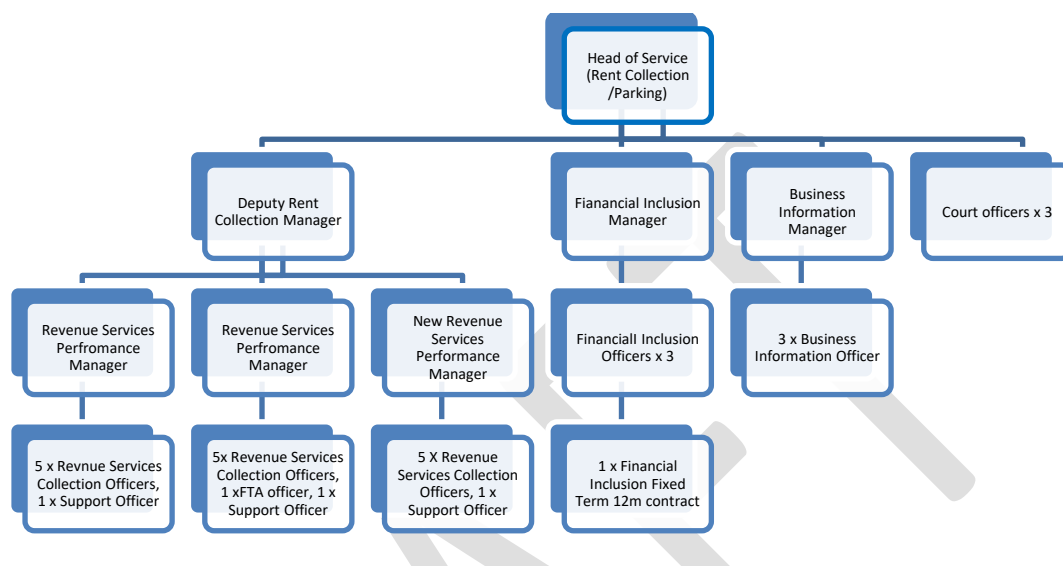
- Assist Rent Collection Officers in the preparation of Notices Seeking Possession and Notices to Quit
- Assist Rent Collection Officers in monitoring non residential arrears cases (garages, store sheds and parking spaces)
- Assist Rent Collection Officers in early intervention with low level arrears cases

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 profile is not intended to be an exhaustive list of 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.

Team structure



Person Specification

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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
An understanding of debt recovery procedures in a Social Housing environment		✓	A/I
Fully aware of Council's duties and responsibilities arising from Safeguarding, Data Protection Act, Health and Safety, Information Technology and Equality, Diversity and Inclusion	✓		A/I
Basic knowledge of Welfare eligibility		✓	A/I
Experience	Essential	Desirable	Assessed
Experience of using databases for inputting and retrieving data from a network facility		✓	A/I

Experience of organising and managing a varied workload effectively in order to meet time-scales and targets	✓		A/I
Experience of communicating effectively with customers by phone, email, letter and in person	✓		A/I/T
Skills	Essential	Desirable	Assessed
IT literate	✓		A/I/T
Ability to work alone and as part of a team	✓		A/I
Ability to prioritise	✓		
Qualifications	Essential	Desirable	Assessed
GCSE pass A to C or equivalent in Maths and English or experience demonstrating competency in the every day use of Maths and English		✓	A/C

A – Application form / CV

I – Interview

T – Test

C - Certificate