

Job Description

SECTION ONE – POST TITLE & SERVICE AREA

Post Title:

Housing Income Officer

Service Area: Housing**Grade:** NNCBand05**Post Number:**

332017471 37 hours per week

332017742 37 hours per week

(Both - 6 month secondments)

SECTION TWO – MANAGEMENT RESPONSIBILITIES

Responsible to:

Housing Income Manager

Responsible for:

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SECTION THREE – PURPOSE OF THE JOB

- To ensure the collection of rent arrears and other housing related debt owed to North Northants Council, meeting the principles and objectives of our Income Policy which are:
- Prevention of debt
- Maximising income
- Personal contact
- Signposting and support
- Consistent recovery collection
- Prevention of homelessness

SECTION FOUR – PRINCIPAL RESPONSIBILITIES

Rent arrear Monitoring and collection

- To ensure the collection of rent, service and leaseholder charges, recharges and other housing related debt, through early intervention and an emphasis on personal contact with tenants and leaseholders.
- To prevent arrears from escalating in line with the Council's rent collection policies and procedures to prevent serious debt and homelessness.
- To take operational responsibility for the management and delivery of a comprehensive rent recovery service for a specific geographical area or

group of tenants (or type of tenancies) as specified by the Income Manager.

- To identify where tenants may be experiencing difficulty in meeting their commitment to pay rent (and other bills) and be able to provide a debt counselling advice service to those tenants.
- To ensure that prompt and appropriate contact is made with customers who fall into arrears of rent and/or other charges; and at each contact correctly identify the problem and take action appropriate to the circumstances to resolve it.
- To signpost and refer tenants to relevant support agencies where appropriate to maximise tenancy sustainment and to ensure the tenant is supported.
- To meet agreed individual and team performance targets for the collection of rent and to be fully involved in the setting of future performance targets.
- To work pro-actively to contribute to service improvement and transformation projects; to share best practice and ideas on income maximisation and tenancy sustainment.
- To keep up to date with changes to legislation and good practice, including changes to the welfare benefits system.

Day to day responsibilities

- To monitor rent accounts and other housing related debt on a specialist database, identifying cases that require action and responding to automated system-led recommendations for action.
- To agree and implement a weekly work programme in consultation with the Housing Income Manager.
- To make regular contact with tenants in arrears, making full use of all available communication methods, having regard to any preferred communication methods identified by the tenant. This includes telephone calls, texts, home visits, office interviews, e-mails, letters, and any other secure and confidential communication methods available.
- To negotiate affordable repayment arrangements which are acceptable to both tenant and NNC, monitor those arrangements and take relevant actions should those arrangements not be maintained.
- To negotiate voluntary wage deductions or UC direct payments with tenants and their employer or DWP in order to achieve regular rent payments.
- To process credit and debit card payments.
- To ensure that tenants are able to maximise their income by promoting take up of any entitlement to welfare benefits, grants, etc.
- To assist with the completion of housing benefit claims, ensuring tenants are aware of what they need to provide in order to have their claim processed and to liaise with the housing benefit team to highlight claims requiring urgent

attention.

- To communicate effectively with the DWP to ensure issues regarding payments of Universal Credit are investigated correctly, and resolved.
- To prepare and serve legal notices when relevant and in line with council policy. This will include Notice of Seeking possession, Notice of Termination of Introductory Tenancy and Notice of Extension of Introductory Tenancy.
- To prepare and submit cases to the County Court for Possession Hearings, to include making application to the court for a hearing on Possession Claims Online; preparing court file to support the possession claim; serving of court papers; carrying out pre-court visits and interviews to advise tenants of the action and to obtain admission of facts and means report; court attendance.
- To attend any additional court hearings where necessary and as requested by the court or the Income Manager and to fully prepare the evidence file in preparation for attendance. Examples include where an application has been made by a tenant to vary a possession order, or an application has been made to suspend a warrant of eviction.
- To liaise with all housing teams in line with North Northants Pre-court Action Protocol to work towards the prevention of homelessness.

General administration and other duties

- To maintain and update databases for monitoring rent arrear cases. This may include testing of new releases or new database systems.
- To prepare and maintain individual case files, including court files.
- To liaise with the Income Manager in reviewing rent arrears procedures and make recommendations for improvement, in line with good practice and legislative changes, ensuring tenants are engaged with the process and customer service is prioritised.
- As a team, to provide training to Customer Service Staff on rent recovery practice to ensure that correct advice and assistance is provided at first point of contact.
- To network and liaise with statutory and voluntary agencies to assist tenants with debt problems, to ensure benefit take-up, and to identify appropriate support where needed.
- To undertake any other duties which are commensurate with the salary, skills, knowledge and experience of this post, as and when required by the Housing Income Manager.

SECTION FIVE – MAIN LEVELS OF CONTACT

Internal – All teams within the Housing Unit, Customer Services, Legal Services, Income and Debt Management, Finance, Performance Improvement, Adult Social Care, Occupational Therapy.

External – Tenants and their representatives, Utility Suppliers, Police, Health, GP's, Probation Service, Registered Social Landlords, Solicitors, Building Societies, Banks, The Children's Trust and other Voluntary and Statutory Organisations.

SECTION SIX – SPECIAL FEATURES OF THE POST

The concept of team working means that a flexible approach to work areas is required from the post holder. The work areas identified above are not exhaustive and only represent current principal tasks. The post holder may be required therefore to carry out other such duties as the Housing Income Manager may determine from time to time. However, the level of responsibility of such duties will not exceed the responsibility levels of the above.

SECTION SEVEN – DOCUMENT CONTROL

Job description prepared by: (Manager)...Claire Farrag**Date:...**10/06/2025....

Approved by: (Personnel).....Date:.....

Agreed by: (Post holder).....Date:.....

Attributes	Essential	Desirable	How identified
Relevant Experience	<p>Minimum of 2 years experience in an income recovery environment.</p> <p>Experience of debt and benefits advice</p>	<p>Experience of rent recovery in a local authority housing department or a housing association.</p> <p>Experience of court attendance and litigation.</p>	Application form and interview
Education & Training	5 GCSE passes at grade C or equivalent, including Maths and English. (or able to demonstrate equivalent capability).	Level 3 housing qualification	Application form and certificates

Special Knowledge & Skills	<p>Good IT and keyboard skills, including the ability to use Microsoft Word and Excel.</p> <p>Good analytical skills with the ability to analyse financial and statistical data.</p> <p>Excellent communication skills, written, verbal, presentation and negotiation.</p> <p>Ability to meet deadlines and prioritise workload.</p> <p>Ability to work as part of a team, organise tasks and work unsupervised.</p>	<p>Knowledge of landlord and tenant legislation.</p>	<p>Application form, interview.</p>
Additional Factors	<p>Full driving licence and access to a car for work</p> <p>Commitment to providing consistently good service to customers.</p> <p>Disclosure and Barring Service Check required (formerly CRB)</p>		<p>Application form</p>