



# Income Advisor

<b>Level:</b>	Grade 4
<b>Team:</b>	Income Management
<b>Line Manager:</b>	Business Planning Officer – Income

## About the job

- Provide administrative support to the Income Management Service in relation to the full range of responsibilities, but in particular to assist with providing an on demand service to customers and delivering and coordinating the administrative functions associated with Universal Credit, the administration of paperwork in relation to court action and the operational recovery of debt.

## You'll be trusted to

- Contact customers in respect of debts outstanding to Vico Homes via various channels such as incoming and outbound calls, emails and SMS messaging service.
- Assist in delivering and coordinating the administrative functions associated with Universal Credit.
- Assist in the preparation of all paperwork in relation to arrears recovery via the county court proceedings. This duty to incorporate the preparation of court files including, the photocopying and collation of all relevant documents and completion of the relevant pro-formas and legal documentation.
- Act as a first point contact for the Central Income Management Team and co-ordinate an appropriate response to a range of housing and other Vico Homes enquiries with an emphasis on resolving problems through a single contact with a minimal number of referrals to other parts of the organisation.
- Deal with telephone enquiries, appointments and correspondence.
- Be required to maintain necessary diaries, interview schedules and e-mail facilities.
- Process payments via the telephone in respect of any debts owed to Vico Homes services by means of credit/debit card.
- Provide support and assistance to the Management Team.
- Carry out day-to-day administration in the recovery of debt owed to Vico Homes.
- Adopt a multifunctional working pattern to provide cover in all areas of the Income Management Team to maintain a high level of service delivery.
- Be fully aware of appropriate legislation and statutory requirements including Vico Homes standing orders and financial regulations.
- Promote the service at all times in a manner consistent with the Customer Service Standards, Local Offer and other service standards.
- Carry out any other duties as directed by the service manager that are appropriate to the grade and overall purpose of the job.

## Who you'll work with

**Internal:** All Vico Homes colleagues

**External:** All outside agencies as appropriate. Members of the public and tenants. Other statutory and voluntary agencies.

## Our values

At Vico Homes our values drive us and run through everything we do. We're looking for someone to join us who can live those values like we do.

We are:



## The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
A qualification at level 2 of the Regulated Qualifications Credit Framework in Maths and English, such as GCSEs (grades A*-C / 9-4), Award, Certificate or Diploma at level 2 or equivalent.	✓		AF/CQ
Able to work effectively in a highly pressurised environment and organise work to meet deadlines and targets.	✓		AF/I
The ability to apply thought and attention to detail.	✓		AF/I
Committed to promoting choice and high standards of customer service.	✓		AF/I
Administration experience.	✓		AF/I
IT literate, skilled at using PC data based systems.	✓		AF/I
An understanding of the principles and concept of customer care.	✓		AF/I
Clear written and verbal skills.	✓		AF/I
Demonstrate an understanding of equal opportunities in service delivery.	✓		AF/I
The ability to input and retrieve information accurately using specific computer applications.	✓		AF/I
Assertiveness skills.	✓		AF/I
The ability to examine/interpret and record information effectively.	✓		AF/I
Experience of delivering customer focused services.	✓		AF/I
Have effective communication and negotiation skills.	✓		AF/I
An ability to work as a member of a small team.	✓		AF/I
Good listening skills and a pleasant telephone manner.	✓		AF/I
An ability to effectively communicate with others in a way, which is easily understood.	✓		AF/I
The post holder will be required to work outside normal office hours including evenings and weekends in line with business requirements.	✓		I

Relevant housing or related experience preferably in debt recovery.		✓	AF/I
A basic knowledge of housing, preferably involving estate and tenancy management.		✓	AF/I
Good analytical and interpretation skills.		✓	AF/I
An understanding of the Vico Homes Values and customer service standards.		✓	AF/I

**Key**

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ - Certificate of Qualification