



Digital Income Officer

Level:	Grade 5
Team:	Income Management
Line Manager:	Income Team Leader

About the job

- Utilise digital channels to deliver an on demand, customer focused service that effectively supports the recovery and pursuance of all monies owed to Vico Homes.
- Ensure that the Income Management Team delivers high quality customer focused services in a consistent manner in accordance within the financial standing orders policy and procedures and in a manner consistent with the Customer Service Standards and Service Delivery Plans.
- Provide support, assistance and direction to housing employees across the district.

You'll be trusted to

- Contact customers via telephone and other digital channels to pursue debts outstanding to Vico Homes and work collaboratively with tenants to determine repayment of debts in line with their financial circumstances.
- Process payments via the telephone in respect of any debts owed to Vico Homes by means of credit/debit card.
- Identify and support tenants to seek and apply for grants which may improve their financial welfare using digital channels/telephone.
- Advise and support tenants on delayed or complex housing benefit matters including housing benefit overpayments and Universal Credit issues.
- Advise tenants regarding benefit entitlements and signpost to agencies who can help them apply for all eligible benefits.
- Give tenants advice on the prioritisation of debts and make digital referrals to the Citizen Advice Bureau and other specialist advice agencies.
- Ensure that the debt control and recovery service provided operates within Vico Homes financial regulations and standing orders governing debt collection.
- Ensure that the consistency of service provision, quality and performance standards is maintained.
- Develop and maintain good professional working relationships with both internal and external partners, ensuring that liaison arrangements are operated within the service level agreement arrangements.

- Perform any other duties as directed by the Team Leader 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 Framework in Maths and English, such as GCSEs (three or more at grades A-C/9-4), Award, Certificate or Diploma at level 2 or equivalent.	✓		AF/CQ
Proven track record of achieving performance targets.	✓		AF/I
Effective time management and organisational skills.	✓		AF/I
To be self-motivating and able to prioritise workloads effectively.	✓		AF/I
Committed to promoting choice and high standards of customer service.	✓		AF/I
Ability to undertake routine tasks under pressure and meet deadlines.	✓		AF/I
Experience of delivering a customer focused service within a debt, welfare or finance related field.	✓		AF/I
IT literate, skilled at using PC based systems and mobile technology.	✓		AF/I
Knowledge and understanding of the welfare reform landscape, including the impact of Universal Credit.	✓		AF/I
Ability to summarise information and produce concise reports.	✓		AF/I
Experience working with vulnerable clients/customers.	✓		AF/I
To be numerate with the ability to summarise key financial information.	✓		AF/I
The ability to effectively handle difficult and sometimes challenging conversations over the telephone.	✓		AF/I
Excellent communicator, using plain language effectively - both verbal and written.	✓		AF/I
Good interpersonal skills, especially listening negotiating and influencing.	✓		AF/I
Work flexibly to meet the changing needs of the service including evenings and weekends.	✓		I
Experience of working with a range of agencies, including statutory and voluntary agencies.		✓	AF/I

Practical knowledge of debt recovery issues and understanding of impact.		✓	AF/I
Ability to work collaboratively, to be mutually supportive and whilst consulting with others.		✓	AF/I

Key**AF - Application Form****I - Interview (this may include a presentation and occupational test where appropriate)****CQ - Certificate of Qualification**