



Income Officer

Level:	Grade 6
Team:	Income Management Team
Line Manager:	Income Team Leader

About the job

- Assist in ensuring that an effective and efficient service is provided across the district in respect of the control and recovery of all debts to Vico Homes.
- Ensure that Income Team delivers high quality customer focused services in a consistent manner in accordance within financial standing orders, policy and procedures and within service standards identified in the Customer Charter and Service Delivery Plans.
- Assist in the delivery of a comprehensive customer focused service for all service users.
- Provide support, assistance and direction to housing employees across the operating area.

You'll be trusted to

- Support and contribute to all responsibilities carried out by the Income Team.
- Contact customers with rent arrears and other tenancy related debts; this will be in the form of phone calls, digital means and visiting customers in their homes.
- Give customers advice on the prioritisation of debts and make referrals to specialist advice agencies.
- Advise customers regarding benefit entitlements and help them claim all the benefits for which they are eligible.
- Communicate with the benefits service on delayed or complex housing benefit matters including housing benefit overpayments.
- Communicate with the DWP in respect of Universal Credit issues including UC Housing Cost overpayments.
- Make arrangements with customers for the repayment of debts in line with their financial circumstances.
- Monitor the effectiveness of these arrangements and take action if arrangements are not kept.
- Advise customers of the legal options available to VICO HOMES to repossess properties and recover debts.
- Take court action and, where necessary, appear in court representing Vico Homes on matters relating to debt management, specifically stays of warrant execution.
- Where necessary, attend evictions and supervise the repossession of properties.

- Work with internal partners to ensure there is an effective co-ordinated debt recovery system for all types and amounts of debt.
- Ensure that the Income Team service provided operates within Vico Homes's financial regulations and standing orders governing debt collection.
- Ensure that the consistency of service provision, quality and performance standards is maintained.
- Where appropriate, liaise with Legal Services on complex arrears/management cases.
- Assist in the identification, development and delivery of training initiatives on debt services.
- Provide information and make recommendations necessary to ensure the continual improvement in performance of debt recovery.
- Develop and maintain good professional working relationships with both area and centrally based teams and other organisations, ensuring that liaison arrangements are operated within the service level agreements arrangements.
- Promote the service at all times in a manner consistent with the Customer Charter, Local Offer and other service standards.
- In line with business requirements, work a minimum of one evening per week and carry out visits on Saturdays.
- Understand the welfare reform landscape, limiting the impacts to both customers and Vico Homes.
- Perform any other duties as directed by the line 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 Framework in Maths and English, such as GCSEs (at grades A-C/9-4), Award, Certificate or Diploma at level 2 or equivalent.	✓		AF/CQ
Proven track record of delivering and 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
Ability to undertake routine tasks under pressure and meet deadlines	✓		AF/I
Experience of delivering customer focused services in a variety of settings	✓		AF/I
An understanding and knowledge of welfare benefits	✓		AF/I
Significant experience in a debt, welfare or finance related field	✓		AF/I
Recent and significant experience of working with a range of agencies, including statutory and voluntary agencies	✓		AF/I
Experience working with vulnerable clients/customers in financial hardship	✓		AF/I
IT literate, skilled at using PC based systems and mobile technology	✓		AF/I
Ability to summarise information and produce concise reports	✓		AF/I
To be numerate with the ability to summarise key financial information	✓		AF/I
Excellent communicator; to use plain language effectively, both verbal and written	✓		AF/I
Good interpersonal skills, especially listening negotiating and influencing	✓		AF/I
Ability to work collaboratively, to be mutually supportive and assertive in consulting others	✓		AF/I
The post holder must hold a valid UK driving licence and have daily access to a vehicle to travel throughout the Vico operating area.	✓		AF/CQ

The post holder will be required to work outside normal office hours	✓		I
Ability to plan and assist in the training and coaching of others		✓	AF/I
Practical knowledge of debt recovery issues and understanding of impact		✓	AF/I

Key

AF - Application Form

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

CQ - Certificate of Qualification