



## Person Specification

### Income Recovery Officer

SECTION	CRITERIA
<b>Education &amp; Qualifications</b>	<ul style="list-style-type: none"> <li>• Relevant professional qualification or equivalent gained by experience</li> <li>• Evidence of continued professional development</li> <li>• A good standard of numeracy and literacy</li> </ul>
<b>Skills, Knowledge &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Ability to manage people and various situations</li> <li>• Knowledge in social housing</li> <li>• Up to date knowledge and understanding of current legislation</li> <li>• Working knowledge of housing policies and procedures within the social housing sector</li> <li>• Ability to work under pressure and to strict deadlines</li> <li>• Good working knowledge of IT systems</li> <li>• Ability to work as part of a team and on own initiative</li> <li>• Good verbal and written communication skills, including presentation skills</li> <li>• Good interpersonal skills</li> <li>• Ability to analyse and interpret rent accounts and take appropriate action</li> <li>• Ability to cope with the demands of the role</li> <li>• Willingness to share skills and support/coach new colleagues</li> <li>• Ability to negotiate with customers</li> <li>• An awareness of personal safety and the environment particularly when visiting customers homes. Must hold a full driving licence and have access to a vehicle daily</li> <li>• Must be willing to work flexibly and outside of office hours on a rotational basis and when requested</li> <li>• Commitment and understanding of the need to deliver services with a</li> </ul>

	<p>clear focus on value for money;</p> <ul style="list-style-type: none"> <li>• Understanding and ability to work as a flexible team member, contributing to the delivery of business objectives</li> <li>• Promote and embed equality and diversity as an integral aspect of working.</li> </ul>
<b>Key Responsibilities of Role</b>	
<ul style="list-style-type: none"> <li>• To maximise income recovery for the Group, in accordance with Policies and Procedures;</li> <li>• To have a good knowledge of the legislation in relation to Universal Credit, Housing Benefit and other Welfare Benefits, County Court Possessions and Tenancies</li> <li>• To provide a consistent, excellent rental income service to the Group's customers;</li> <li>• To work as part of a team responsible for the delivery of a high quality service to all customers within the specified area</li> <li>• Ensure that customers' service needs are met and support the successful delivery of objectives.</li> <li>• To strive to deliver an effective service that demonstrates value for money.</li> </ul>	
<b>Key Team Relationships</b>	
<p><b>Key Internal working relationships are with:</b></p> <ul style="list-style-type: none"> <li>• Financial Inclusion Team</li> <li>• Housing Services Team</li> <li>• Operational Teams across the Group</li> <li>• Colleagues and service users</li> </ul> <p><b>Key External working relationships are with:</b></p> <ul style="list-style-type: none"> <li>• Tenants of the Group</li> <li>• Third party suppliers</li> <li>• Partners / Agencies</li> <li>• Contractors – providing agreed services on the Group's behalf</li> </ul>	