

JOB DESCRIPTION

Job Title: Rent Income Officer - Hostels
Department/Location: Bishopbridge House
Manager: Finance Manager
Salary Range: NJC scale 7-14

Overall purpose of the job:

To maximise the Trust's rental income generated from housing benefit and service charge and to provide a consistent link between the Trust and other statutory agencies.

Performance Outcomes:

To ensure that all residents have completed a housing benefit form and provide the relevant identification and proof of either benefits or income when they enter the service.

To monitor the income of housing benefits and service charge through the Trust's databases, SAGE and EXCEL.

To review residents rent accounts on a monthly basis with the finance manager and department manager's including housing benefit payments and service charges.

To prepare accounts for write off's on a quarterly basis.

Main Tasks & Activities:

1. Determining opening balances and initiating arrears recovery as necessary.
2. Oversee the collection of service charges in line with the Trust's arrears policy.
3. Work with support workers to complete housing benefit forms on-line and ensuring all appropriate supporting evidence is provided and verified.
4. Work with the support worker to reassess Housing Benefit following change of circumstances.
5. Liaising with the housing benefit, DWP departments & Social Service Contracts Department and the Trust's Finance dept. in relation to client accounts.

6. Be responsible for monitoring payment agreements with support workers and service users to minimise bad debts in line with the Trusts arrears policy.
7. To provide assistance and guidance to support workers with the identification of service users who may require extra assistance with money management.
8. Writing supporting letters if claims need to be backdated and negotiating with HB department.
9. To maintain accurate rent accounts for individual residents.
10. To be responsible for activating the recovery of rent arrears and liaise with support workers on implementation of eviction procedures in accordance with the Trust's policy.
11. Complete change of address forms, third party consent forms and support agreements for the Hostels
12. Provide quarterly occupancy rates and rental income levels for the Hostels and for Trustee meetings.
13. Create and maintain accurate and up to date databases for the Hostels
14. Providing weekly balances to support staff.
15. To file all relevant paperwork appertaining to claims and account management.
16. Follow up award schedules for all clients and address any rent shortfalls for previous addresses and assist clients to complete a "Statement of Means" form to reduce weekly payments.
17. Ensuring that all residents' claims to personal income allowance are maximised including addressing any breaks claims.
18. To monitor third party deductions to ensure payment of service charges and reduce the impact of arrears.
19. To ensure all relevant parties are informed of rent and service charge increases using appropriate communication methods.
20. Liaise with Finance Department with regards to client account management to ensure adjustments to service charge agreements are communicated as required.
21. Provide quarterly reports to Finance on bad debts.

SIGNED BY JOB HOLDER:

DATE:

SIGNED BY MANAGER:

DATE:

PERSON SPECIFICATION

The person specification sets out the qualifications, experience, skills and knowledge, personal attributes, interests and other attributes necessary for the post holder to perform the job to a satisfactory level

	Essential Without which the post holder could not be appointed	Desirable Extra qualities that can be used to choose between candidates with all essential criteria.	Method of Assessment
Qualifications			
Experience	<ul style="list-style-type: none">• Recent experience of welfare and housing benefit legislation• Recent experience of DWP legislation or working knowledge	<ul style="list-style-type: none">• Working for a Charity• Working with our client group• Experience in a social housing environment or rent officer position.	CV Interview
Skills & Ability	<ul style="list-style-type: none">• Methodical and well organised• Able to develop new systems and pay close attention to detail• Effective problem solving• Excellent communication skills and numerate• Keen negotiating skills• Ability to work with minimal supervision and prioritise workload, whilst working as a team• An ability to work innovatively and flexibly with service users in recognition of the complex issues they face.• Be able to deal		CV Interview Task

	sensitively with vulnerable people		
Knowledge	<ul style="list-style-type: none"> • Housing Law • Have a clear understanding of, and the ability to implement, anti-discriminatory practice. 	<ul style="list-style-type: none"> • Understanding of client group • Understanding of 'Supporting People' funding and criteria 	Interview
Other			