



## Job Description

### Key details

<b>Job title:</b>	Rent Officer
<b>Reports to:</b>	Housing Manager
<b>Business/Division</b>	Housing
<b>Status</b>	Permanent/Full time
<b>Location</b>	Hollywood
<b>Salary</b>	NJC Pay Scale S3 – S4 £16,781 - £18,746 pa

### Job role

- To maximise income and eradicate debt owed to VHE, while protecting vulnerable clients
- To provide effective and efficient casework on tenancies across the portfolio or as directed
- To undertake regular thorough ongoing account monitoring, data analysis, inputting and updating

### Key responsibilities

- Set up Rental accounts in a timely manner
- Input and reconcile incoming housing benefit payments for VHE housing
- Resolve and complete all rent arrears enquiries
- Monitor the rent arrears and initiate recovery actions
- Answer enquires relating to Universal Credit, Housing benefits and rent account issues
- Record details of all arrangements made with tenants to repay debts
- Liaise with legal advisors when preparing Notices Seeking Possession
- Deal with correspondence and routine interviews with tenants concerning the collection of debts
- Manage arrears performance across the VHE portfolio
- Maximise rent income and Housing/Welfare Benefit take-up
- Proactively negotiate repayment plans with tenants in arrears
- Provide basic welfare and money advice to tenants, including mitigating the impact of welfare reform changes and promoting financial inclusion amongst residents
- Follow VHEs rent recovery procedure including making use of all legal remedies to recover debt owing
- Maintain regular contact with tenants by telephone, letter and e-mail, and serve notices to take legal action in appropriate cases
- Prioritise workload to identify and focus on tenants to reduce the level of debt owed to VHE
- Contribute to performance improvements for the housing service through proactively seeking more effective ways of service delivery
- Make effective use of all available computer and electronic systems to record and gather information to speedily progress the collection of rent and arrears.
- Update, monitor and maintain accurate computer records, produce statistics, compile regular progress reports and statements.
- Produce statistics, reports and rent account statements to meet management information needs and statutory requirements.



## Person Specification

Job Title		Rent Officer	
Reports to	Housing Manager		
Base location	Holywood		
<i>Jobholder requirements</i>			
	<i>Essential</i>		<i>Desirable</i>
<i>Qualifications</i>	5 GCSEs (or equivalent) including English and Maths		NVQ level 3/ CIH qualification or equivalent
<i>Knowledge and Experience</i>	<ul style="list-style-type: none"> <li>experience of working within a social housing environment dealing with tenant issues</li> <li>experience of dealing sensitively and effectively with all sections of the community within a customer focused organisation</li> <li>experience of maintaining accurate records and producing reports</li> <li>understanding of financial control principles and procedures</li> </ul>		<p>2 years' previous experience in a Rent Officer role.</p> <p>Knowledge and understanding of the legal aspects of housing management and rent arrears collection methods</p> <p>Knowledge of the law and legislation regarding tenancy issues and collection of rent</p>
<i>Skills</i>	<ul style="list-style-type: none"> <li>excellent written and verbal communication skills</li> <li>ability to deal effectively with difficult customers both on the phone and face to face, remaining calm and professional at all times</li> <li>proficient in MS Office and databases</li> </ul>		

Additional Requirements	
<b>Personal Attributes</b>	<p>Can work on their own initiative and has great attention to detail</p> <p>Passionate about delivering customer service excellence</p> <p>The ability to relate to and understand all areas of the Charity's operations</p> <p>Committed and performance driven with the ability to work to tight targets and deadlines</p>
<b>Travel</b>	Occasional travel and out of hours working
<b>Access NI</b>	You must be willing to undertake a basic Access NI Check



## Key competencies and Behaviours

Competency	Behaviours
Communication	<ul style="list-style-type: none"> <li>• Actively promotes two-way communication</li> <li>• Passes on information to the right person at the right time</li> <li>• Shows empathy and genuine interest when listening and/or responding to others</li> <li>• Keeps people up to date with information</li> </ul>
Problem Solving	<ul style="list-style-type: none"> <li>• Strives at all times to do things the right way first time</li> <li>• Identifies and takes personal ownership of problems and escalates where necessary</li> <li>• Generates or finds possible solutions to problems</li> <li>• Follows problems through to resolution</li> <li>• Not afraid to explore mistakes for key learning and share this with others</li> </ul>
Conduct and Values	<ul style="list-style-type: none"> <li>• Motivated to work effectively</li> <li>• Has a positive attitude to work, 'lives' the values" and conducts themselves accordingly</li> </ul>
Working with Others	<ul style="list-style-type: none"> <li>• Contributes in Team Meetings</li> <li>• Recognises when help is needed</li> <li>• Helps to build team harmony and adapts style to the team they are working with</li> <li>• Builds strong and constructive working relationships</li> <li>• Is aware of personal impact on others and uses this to build a positive working environment</li> <li>• Inspires others to work better together by contributing to a happy work environment</li> </ul>
Planning and Organising	<ul style="list-style-type: none"> <li>• Looks ahead and sets plans to meet short, medium and long-term needs</li> <li>• Agrees plans for the completion of tasks and goals</li> <li>• Monitors progress to ensure deadlines are met</li> <li>• Organises own time effectively to meet plan timescales</li> <li>• Organises work clearly and methodically</li> <li>• Provides regular updates</li> <li>• Adapts to changes in plans</li> </ul>