

LONDON BOROUGH OF REDBRIDGE

ROLE DESCRIPTION AND PERSON SPECIFICATION

Role Title:	Rent Recovery Assistant		
Directorate:	Place	Grade:	5
Department:	Housing	Hours/weeks:	36 hours/52.14 weeks
Function:	Housing Resources	Post number:	
Team:	Rent Recovery	Base/location:	Lynton House/Orchard Housing Office
Reports to:	Rent Recovery Service Manager (also supporting the Head of Housing Systems and Resources)		
Responsible for:	No direct line management but may be responsible for the supervision of workers, trainees and work placement staff on occasion		

Role and Context

Overall Role Purpose:	• Be accountable for a broad range of activities from basic administrative tasks, to problem solving and query handling, through to actively contributing to projects within the team • To support the Rent Recovery Service Manager and the Head of Housing Systems and Resources, acting as a point of contact and resolving business issues where relevant • To take residents' rent payments over the telephone (or by other channels as required) • To support the Rent Recovery team in storing, preparing and providing documentation and paperwork and information required for each stage of the rent recovery process • To contribute to delivery of internal Housing Services' processes that fall within the Rent Recovery teams' remit
Role Context:	In recent years the Rent Recovery function has had to respond to the significant challenges of a changing environment and customer base. Welfare reform, in particular the introduction of the Benefit Cap in 2013, the Spare Room Subsidy and the roll out of Universal Credit in 2017, have caused rent arrears to drastically increase. This has been compounded by a lack of affordable housing within the housing market coupled with the acute problem in Redbridge which has the second lowest social housing stock of all London Local Authorities. In addition, the Redbridge customer base is presenting with greater vulnerabilities and complex needs. The Rent Recovery team functions within this context of high-volume rent arrears

Key Accountabilities and Result Areas	
1. Strategy and Planning	- To work with the Rent Recovery Service Manager to ensure there are effective systems in place for maximising rent recovery - To work with the Service Manager to provide a structure to support the effective handling of cases across multiple teams within the Rent Recovery function - Act as the focal point for the Leaders/Managers in the team, judge the priorities and proactively work with the many conflicting demands of the team. To manage competing demands of a varied, fluctuating workload
2. Operations and Support	- To contribute as a member of the Rent Recovery team - Responsible for managing diaries, organising internal/external meetings, organising events, and related events - Administer and minute key meetings, including the management of meetings rooms - To collate and produce high standard documents for a variety of forums including team and management meetings, other meetings, reports and publication - To take residents' rent payments over the telephone (or by other channels as required) - To support the Rent Recovery team in storing, preparing and providing documentation and paperwork and information required for each stage of the rent recovery process - To log incoming queries, storing documents submitted on the electronic filing system and recording the request on the monitoring system - Support the Service Manager to maintain the system for allocating cases to relevant officers within agreed timescales - Communication with customers as necessary, including telephone cover service (and other means such as letters and emails) ensuring a professional response to customer queries - Carry out routine enquiries, database checks, and follow up requests for outstanding information as directed by the Service Manager and Team Leaders - Ensure internal procedure requirements are processed (e.g. support with Last Night close down requests) - Prepare and research information, and complete straightforward enquiries, referrals and follow ups for the Complex Case Officer in preparing responses to complex complaints including from the Local Government Ombudsman - Assist in the production of letters, booklets and other appropriate information and publicity - To work jointly with all relevant teams within the Housing service and other Council departments including Housing Standards Team, Children's services, Tenancy Sustainment Team, and Housing Benefit - Carry out any other duties commensurate with the grade of the post as requested
3. Systems and Process Development and Improvement	- To support the rent recovery team to maintain customers' electronic files on relevant systems, providing a thorough audit trail of activity and key documents in line with agreed process - To assist in maintaining records on TASYs and other systems are required - To capture all notes and resident engagement on Northgate (or relevant Housing system) - To comply with all monitoring systems put in place in response to rent recovery service issues and needs which support the provision of a high quality, legally compliant service and to support the Rent Recovery Team Leaders and Officers to set up those systems - To contribute to learning opportunities, training and service improvement exercises across Housing Resources - To participate in the implementation of initiatives to improve rent recovery performance. - To maintain an up-to-date, high-level knowledge of relevant law, policies and procedures

	relating to rent recovery
4. Communication Partnership	- To liaise with Managing Agents, landlords, Payment & Benefits and other relevant teams within the Housing Service to resolve outstanding recovery issues. - To increase awareness of the work of the service and promote good working relationships amongst internal and external contact agencies - External contacts: Debt Collection Agencies, Solicitors Welfare Benefit Agency, Other Local Authorities, Department for Works and Pensions, Citizens Advice Bureau - Internal contacts: Welfare Benefit Team, Payments & Benefits, Housing Needs, Social Services, Legal Services, Finance Team, Education Services, Housing Solutions Prevention Team
5. Performance and Standards	- Contribute to the achievement of Rent Recovery Service Plan priorities and objectives and meet key targets - To provide a support service that helps to ensure that Officers' casework is proactively managed and key deadlines are adhered to by the team - Processing relevant documentation relating to rent arrears - To carry out the council's policy, in respect of the rent arrears - Responsibility for accurate record keeping and use of systems to ensure comprehensive ability to report on rent arrears as directed by Officers, Team Leaders and the Service Manager - To participate in staff appraisal system, individual supervision sessions and Team meetings. - To ensure that services are innovative and quality driven and: - Are responsive to customer's needs and service requirements - Demonstrate clear departmental direction, vision and style - Achieve effectiveness and efficiency in operation - The Council's Equality and Diversity policy is adhered to - To carry out the duties and responsibilities of the post, in accordance with the Council's Health & Safety Policy and relevant Health & Safety legislation - The post holder will be required to contribute to the development and implementation of the Council's corporate objectives including: - Health and safety in the workplace - Performance management - Equality and Diversity policy - Customer service strategy - Corporate priorities and strategies - Will be responsible for achieving agreed performance outcomes and standards, which will be reviewed at least on an annual basis. Will be expected to be committed to the Council's "Customer Services Promise" and must demonstrate this commitment in the way they carry out their duties and responsibilities.
Key Performance Outcomes	- Contribution to the reduction of rent arrears and bad debt - Use of system automation is increased - Number of channels to communicate with customers are increased
6. Resource Management	The postholder has no specific resources or budgetary management responsibilities

Corporate Accountabilities	All employees of the Council should undertake and conduct their work with due regard to the corporate accountabilities (available on the Redbridge Council website). These include responsibilities for outcomes regarding Equality, Conduct & Behaviour, Health & Safety, Data Protection, Safeguarding and Customer Care.
Flexibility	The key responsibilities and duties of the role are neither exclusive nor exhaustive. All workers are expected to operate flexibly to support delivery of services and from time to time will be required to undertake responsibilities outside the normal remit of role description as required by the line manager, which are broadly commensurate with the job level and scope of competence.

Person Specification		
Knowledge & Experience		<i>Method of candidate assessment: A = Application form I = Interview T = Test</i>
Statutory or Mandatory qualifications:	No Mandatory Qualification Required	A
Educational Ability	- Level 2: Good knowledge and understanding of a subject, ability to perform variety of tasks with some guidance - May be evidenced by: GCSEs grades A*-C; NVQ level 2; BTEC First; and equivalent qualifications, or evidence of demonstrable application in the course of experience	A
Knowledge	- A good working knowledge of a wide range of ICT packages - An awareness of housing issues in London - Good knowledge of a wide range of administrative systems and processes - Understanding of customer care and a commitment to delivering responsive services that meet customer's needs	AI T
Experience	- Experience of providing an excellent level of customer service - Experience of prioritising competing demands and meeting targets and deadlines - Experience of working in a team - Experience of communicating with a wide range of people in writing and by telephone - Experience of using initiative and problem solving, particularly in supporting senior managers - Experience of developing, interrogating and operating administrative systems	AI T
Skills / Abilities	- Able to communicate effectively with customers to ensure that income recovery priorities are clear - Good numeracy literacy and IT skills - Able to communicate effectively with Council officers at all levels and with a variety of external agencies - Able to analyse complex financial problems and develop practical solutions - Able to work to tight timescales and cope with pressures and deadlines - Maintain accurate record systems - Ability to prepare documents and reports - Ability to manage time effectively, prioritise workload and work to deadlines - Ability to plan and work well under pressure	AI T
Corporate Behaviours	The Council has a set of behaviours that all employees are expected to deliver in the performance of their role. The behaviour framework can be found on the Council's internet page , and these should be reflected in your application and the way you work. As part of an individual's personal development Redbridge expects employees of all levels to be continuously developing these core behaviours.	AI T
Effective and Collaborative Team Working	- To take responsibility for personal development and actively participate in all learning and development - To participate in the ongoing development, implementation and monitoring of service plans - To support and contribute to value for money, service efficiency and improvement	AI T

Working Pattern and travel	The post-holder will need to work outside normal working hours on occasion	A T
Safeguarding and Disclosure	DBS Disclosure Required? Not required	A T
Special Factors or Constraints	N/A	