

LONDON BOROUGH OF REDBRIDGE

ROLE DESCRIPTION AND PERSON SPECIFICATION

Role Title:	Rent Recovery Officer (2 nd Stage)		
Directorate:	Place	Grade:	7
Department:	Housing	Hours/weeks:	e.g. 36 hours/52.14 weeks
Function:	Housing Resources	Post number:	
Team:	2 nd Stage Rent Recovery	Base/location:	Lynton House/Orchard Housing Office
Reports to:	2 nd Stage Rent Recovery Team Leader		
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:	<ul style="list-style-type: none"> To maximise rent recovery from customers in Temporary Accommodation and in Council Housing in accordance with the rent recovery process To receive transfers from the 1st Stage Rent Recovery team and other teams as applicable To ensure tenants with high rent arrears receive focused input to resolve issues and ensure they are provided with a high-quality service. To conduct an in-depth assessment of customers to understand their situation, with a focus on rent recovery. Providing a case-management approach, supporting the customer based on a holistic view of their needs and their income maximisation potential To contact tenants in a systematic way that optimises support and rent recovery, with an emphasis of personalised contact wherever possible To maintain accurate and up-to-date records of action taken to recover income and arrears and to monitor and record the impact of the actions taken. To help customers manage their arrears as they move between temporary accommodation solutions To work in conjunction with all other appropriate agencies to ensure maximisation of income for both customers and the organisation To contribute to delivery of internal Housing Services' processes that fall within the Rent Recovery teams' remit
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Role Context:	<p>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 2nd Stage Rent Recovery team functions within this context of high-volume rent arrears.</p>
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Key Accountabilities and Result Areas	
1. Strategy and Planning	<ul style="list-style-type: none"> To maximise the recovery of rent and service charge arrears in accordance with Rent Recovery Procedures and team and individual performance targets. To plan contact with customers in a way that meets their needs and with a frequency that will drive the recovery of rent arrears To closely monitor arrears, taking appropriate action to ensure that income is maximised and that performance on income recovery meets relevant targets
2. Operations and Support	<ul style="list-style-type: none"> To receive referrals/transfers of customers primarily from the 1st Stage Rent Recovery Team but also from the Complex Case team and Court Officers where applicable To conduct a holistic assessment of customers' situation, with a focus on rent recovery. To advise and assistance to tenants regarding Housing Benefit and other welfare benefits based on this assessment. To transfer cases defined as complex to the Complex Case Team. To transfer cases who are no longer tenants to the Former Arrears Team. To contact tenants in a systematic way to vigorously pursue their rent arrears and respond to any enquiries from contacts within the specified time and where appropriate carry out home visits. Emphasis of personalised contact wherever appropriate To work in conjunction with Court Officer to progress cases legally, including NoSP, NoPP, Particulars of Claim, up to eviction To ensure that eviction procedures are implemented effectively and in a timely manner. To prepare cases for transfer to the Court Officer To produce rent collection cards for distribution. To send out rent and charge statements as required. To contribute to delivery of internal Housing Services' processes that fall within the Rent Recovery teams' remit To carry out any other duties commensurate with the grade of the post as requested
3. Systems and Process Development and Improvement	<ul style="list-style-type: none"> To maintain customers electronic files on info@work providing a thorough audit trail of activity and key documents in line with agreed process To personally use the software packages provided (e.g. Northgate/ new Housing Rents System, TASYs, Information@Work, HOPE, Northgate Revenues & Benefits System, Possession Claim On-Line, Pericles, Novalet and Images) 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 service issues and needs which support the provision of a high quality, legally compliant service To contribute to learning opportunities, training and service improvement exercises across Housing Resources related to learning and new requirements on cases. To contribute to the development, design and implementation of new policies and processes within team and more broadly in Housing Resources as appropriate. To participate in the policy and development of the work service and to attend relevant forums, meetings and seminars as required by the Team Leader To assist in the training of new staff To participate in the implementation of initiatives to improve rent recovery performance. To maintain an up to date knowledge of relevant law, policies and procedures relating to rent recovery
4. Communication Partnership	<ul style="list-style-type: none"> To liaise with Managing Agents, landlords, Revenues & 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. To build relationships within the team to ensure smooth working External contacts: Debt Collection Agencies, Solicitors Welfare Benefit Agency, Other Local Authorities, Department for Works and Pensions, Citizens Advice Bureau Internal contacts: Housing Needs, Welfare Benefit Team, Payments & Benefits, Housing Advice Centre Team, Social Services, Legal Services, Finance Team, Education Services, Housing

	Solutions Prevention Team
5. Performance and Standards	<ul style="list-style-type: none"> To maintain accurate and up-to-date records of action taken to recover rent and arrears and to monitor and record the impact of the actions taken. To reconcile information on the requisite IT systems and case files to ensure that accurate records are maintained. To ensure that casework is proactively managed and key deadlines - for the provision of actions on customers individual cases, as well as key process deadlines on casework management are adhered to To provide statistical information on performance as requested To ensure the council's policy on rent recovery is carried out Responsibility for accurate record keeping and use of systems to ensure comprehensive ability to report on 2nd stage rent arrears Contribute to the achievement of Housing and Housing Resources' service plan priorities and objectives and meet key targets. To participate in staff appraisal system, individual supervision sessions and Team meetings. To ensure that services are innovative and quality driven and: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> Health and safety in the workplace Performance management Equality and Diversity policy Customer service strategy Corporate priorities and strategies 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	<ul style="list-style-type: none"> Contribution to the reduction of rent arrears Use of system automation is increased Number of channels to communicate with customers are increased Contribution to the reduction of Bad Debt Number of evictions are decreased
6. Resource Management	<ul style="list-style-type: none"> Manage a busy and varied caseload with competing demands To submit expenditure requests to the Team Leader in line with budget management procedures To recommend amounts for refund and write off in accordance with the Rent Recovery Procedure The reconciliation of rent and charges to the rent accounts.
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.
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Person Specification			
Knowledge & Experience		Method of candidate assessment: A = Application form I = Interview T = Test	
Statutory or Mandatory qualifications:	<ul style="list-style-type: none">No Mandatory Qualification Required	A	
Educational Ability	<ul style="list-style-type: none">Level 4: Specialist learning with ability to undertake detailed analysis of a high level of information and knowledge in an area of work or study.May be evidenced by: Certificates of higher education; NVQ level 4; HND; BTEC Professional; and equivalent qualifications, or evidence of demonstrable application in the course of experience.	A	
Knowledge	<ul style="list-style-type: none">Knowledge and awareness of Local Government operating processes and decision making processes and the ability to operate in that environment.Good working knowledge of the Housing act 1996 Parts VI and VII (as amended by the Homelessness Act 2002) and related secondary legislationGood working knowledge of the rights and obligations of landlords and occupants in the public and private sectorKnowledge of Housing Benefit and regulationsKnowledge of the Welfare Reform ActKnowledge of recent housing issues and government initiativesKnowledge of the principles behind case management	AI T	
Experience	<ul style="list-style-type: none">Working in the public or social housing sectorWorking with income and rent accounts to increase income recoveryCase management approach to working with customersSupporting customers to maximise incomeUse of financial information systems, spreadsheets, databasesCarrying out interviews and negotiating	AI T	
Skills / Abilities	<ul style="list-style-type: none">Able to communicate effectively with customers to ensure that rent recovery priorities are clearGood numeracy literacy and IT skillsAble to communicate effectively with Council officers at all levels and with a variety of external agencies.Able to develop strategies, with action plans and measurable outputs to improve recovery performance.Able to analyse complex financial problems and develop practical solutions.Ability to translate Council priorities into effective work plans for income recovery.Able to work to tight timescales and cope with pressures and deadlines.Maintain accurate record systemsAble to provide clear advice to customers on income maximisation issues. Good interpersonal and communication skills and empathy to relate effectively to, and command the respect, trust and confidence of officers, council members, stakeholders and the whole communityGood networking, partnership and negotiating skills that are influential with othersAbility to prepare, collate, analyse and interpret specialist information and present the information in an appropriate mannerAbility to prepare documents and reportsAbility to manage time effectively, prioritize workload and work to deadlinesAbility to plan and work well under pressureAbility to negotiate within a context of high political sensitivity and conflicting interestsAbility to recognise the needs of all service users and take appropriate action to ensure that those needs are metAbility to work effectively with service users whose behaviour may be sometimes be challenging.	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	<ul style="list-style-type: none"> 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	May require occasional evening work	AI
Safeguarding and Disclosure	DBS Disclosure Required? <u>Not required</u> / Basic / Enhanced	AT
Special Factors or Constraints	N/A	

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Last Reviewed:	16/10/2019