

LONDON BOROUGH OF REDBRIDGE ROLE DESCRIPTION AND PERSON SPECIFICATION

Role Title:	Former Tenant Arrears Officer		
Directorate:	Communities	Grade:	7
Department:	Housing	Hours/weeks:	36 hours / 52.14 weeks
Function:	Housing Resources	Post number:	
Team:	Former Tenants Arrears	Base/location:	Lynton House / Orchard Housing Office
Reports to:	Former Tenants Arrears and Credits (FTAC) Team Leader		
Responsible for:	No direct line management but may be responsible for the supervision of workers, trainees and work placement staff on occasions		

Role and Context

Overall Role Purpose:	<ul style="list-style-type: none"> To maximise the recovery of rent and service charge arrears from former tenants of Temporary Accommodation and Council Housing in accordance with Rent Recovery Procedures and team and individual performance targets To contact tenants in a timely, systematic way to vigorously pursue their rent arrears and respond to any enquiries from contacts within the specified time. To carry out transactional and administrative tasks required to achieve this To make recommendations for debt refund, write-off and credits To maintain accurate and up-to-date records of action taken to recover rent arrears and to monitor and record the impact of the actions taken To contribute to delivery of internal Housing Services' processes that fall within the Rent Recovery teams' remit
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 Former Tenant Arrears team functions within this context of high-volume rent arrears.</p>

Key Accountabilities and Result Areas	
1. Strategy and Planning	<ul style="list-style-type: none"> To maximise the recovery of former rent and service charge arrears in accordance with Rent Recovery Procedures and team and individual performance targets To conduct administrative duties related to former rent arrears recovery To plan contact with customers in a way that meets their needs and with a frequency that will drive the recovery of former rent arrears To closely monitor arrears, taking appropriate action to ensure that income is maximised and that performance on rent recovery meets relevant targets
2. Operations and Support	<ul style="list-style-type: none"> 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) To offer advice and assistance to tenants regarding Housing Benefit and other welfare benefits To seek enforcement of money judgements in accordance with FTA procedures 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 support the FTAC Team Leader with recommendations regarding credit 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 relevant systems, providing a thorough audit trail of activity and key documents in line with agreed process 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 capture all notes and resident engagement on Northgate (or relevant Housing system) To participate in the policy and development of the work service and to attend relevant forums, meetings and seminars as required by the Former Tenant Arrears Team Leader 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 External contacts: Debt Collection Agencies, Solicitors Welfare Benefit Agency, Other Local Authorities, Department for Works and Pensions, Citizens Advice Bureau, Search Agencies, External analytics organisations (e.g. Policy in Practice) Internal contacts: Welfare Benefit Team, Payments & Benefits, Housing Needs, Social Services, Legal Services, Finance Team, Education Services, Housing Solutions Prevention Team, Housing Management, Asset Management, Housing Management Tenancy Sustainment Officer
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 proactively manage casework 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 carry out the council's policy, in respect of the former tenants Responsibility for accurate record keeping and use of systems to ensure comprehensive ability to report on former tenants' 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.

	<ul style="list-style-type: none"> • 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
<i>Key Performance Outcomes</i>	<ul style="list-style-type: none"> • Meet or exceed collection targets of Former Tenants Arrears • Use of system automation is increased • Number of channels to communicate with customers are increased • Contribution to the decrease of bad debt levels
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 Manager in line with budget management procedures • To recommend amounts for refund and write off in accordance with the Rent Recovery Procedure • To recommend the refund of credit balances on former accounts, or transfer to offset arrears on current accounts
Corporate Accountabilities	<p>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.</p>
Flexibility	<p>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.</p>

Person Specification		
Knowledge & Experience		<i>Method of candidate assessment: A = Application form I = Interview T = Test</i>
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 legislation Good working knowledge of the rights and obligations of landlords and occupants in the public and private sector Knowledge of Housing Benefit and regulations Knowledge of recent housing issues and government initiative 	AI T
Experience	<ul style="list-style-type: none"> Working in the public or social housing sector Working with income and rent accounts to increase income recovery Use of financial information systems, spreadsheets, databases 	AI T
Skills / Abilities	<ul style="list-style-type: none"> 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 Able to provide clear advice to customers on income maximisation issues. Good interpersonal and communication skills to relate effectively to, and command the respect, trust and confidence of officers, council members, stakeholders and the whole community Ability to prepare, collate, analyse and interpret specialist information and present the information in an appropriate manner 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 Ability to negotiate within a context of high political sensitivity and conflicting interests Ability to recognise the needs of all service users and take appropriate action to ensure that those needs are met Ability to work effectively with service users whose behaviour may be sometimes be challenging 	AI T
Corporate Behaviours	<p>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 Councils internet page, and these should be reflected in your application and the way you work.</p> <p>As part of an individual's personal development Redbridge expects employees of all levels to be continuously developing these core behaviours.</p>	AI
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	The post-holder will need to work outside normal working hours on occasions	AI
Safeguarding and Disclosure	DBS Disclosure required? <u>Not required</u> / Basic / Enhanced	A T
Special Factors or Constraints	N/A	AI

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Last Reviewed:	13/09/2021