London Borough of Redbridge

Rent Service Team

Rent Collection Officer
Job Description and Person Specification

March 2025

Job Description

Job Title:	Rent Collection Officer
Department:	Place
Function:	Rent Service
Team:	Rent Collection
Post number:	S001515, S001516, S006054
Grade:	LBR 7
Hours/weeks: *E.g. 36 hours/52.14 weeks*	e.g. 36 hours/52.14 weeks
Base location:	Lynton House/Orchard Housing Office
Reports to: *Job title*	Rent Collection Manager
Responsible for: *Job titles of direct reports*	*If there are no direct reports insert 'No direct line management but may be responsible for the supervision of trainee and work placement employees on occasion'*
Role purpose and role dimensions: *Overview of the job*	To **maximise rent recovery** from tenants in **Temporary Accommodation and Council Housing** by following the rent recovery process. This includes **managing high arrears cases**, conducting in-depth assessments, and providing **holistic, case-managed support** to optimise income maximisation. The role involves **systematic and personalised tenant engagement**, maintaining accurate records of recovery actions, and assisting tenants in managing arrears during housing transitions. Collaboration with **internal teams and external agencies** ensures effective income recovery and high-quality service delivery within the Rent Services remit. The Rent Service has faced significant challenges due to a changing environment and customer base. Welfare reforms, including the Benefit Cap (2013), Spare Room Subsidy, and the roll-out of Universal Credit (2017), have led to a sharp rise in rent arrears. This issue is worsened by a shortage of affordable housing and Redbridge's position as the London borough with the second lowest social housing stock. Additionally, tenants are increasingly presenting with greater vulnerabilities and complex needs, making rent recovery more challenging. The Rent Collection Team operates within this high-pressure environment, managing high-volume rent arrears while supporting tenants.
Key external contacts: *Organisations*	Engage with external agencies (e.g., Debt Collection Agencies, Solicitors, DWP, Citizens Advice

Key internal contacts: *Job titles or groups of staff*	Work closely with internal teams (e.g., Housing Needs, Welfare Benefits, Legal, Finance, Social Services, Housing Solutions Prevention Team
Financial dimensions: *Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.*	N/A
Key areas for decision making:	N/A
Other considerations: *E.g. working patterns*	Hybrid working

Key accountabilities and result areas:	**Key elements:**
1. Strategy and Planning	**This will involve:** • To maximise the recovery of rent and service charge arrears in accordance with the Rent Services 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	**This will involve:** • Referral/Transfer Handling: Receive and process referrals from Rent-Early Intervention Team, Specialist Support Team, and Court Officers. • Holistic Assessment: Assess customers' situations, focusing on rent recovery, and provide advice on Housing Benefit and welfare benefits. • Case Transfers: Transfer complex cases to the Specialist Support Team and former tenants to the Former Tenants Team. • Tenant Contact: Systematically pursue rent arrears, respond to inquiries, and conduct home visits as needed. • Court Officer Collaboration: Work with Court Officers to progress cases legally, including NoSP, NoPP, and eviction processes. • Eviction Procedures: Ensure timely implementation of eviction procedures and prepare cases for Court Officer transfer. • Rent Collection & Statements: Produce rent cards and send rent/charge statements. • Contribution to Housing Services: Support internal Housing Services processes within Rent Recovery. • Additional Duties: Perform other duties as required within the post's grade.
3. Systems and Process Development and Improvement	**This will involve:** • Maintain accurate electronic records and audit trails using NECDM. • Use key housing and rent recovery systems (e.g., Civica CX, HOPE and Homesmatch). • Record all resident interactions in relevant housing systems. • Follow monitoring systems to ensure a high-quality, legally compliant service. • Contribute to training, service improvements, and policy development. • Assist in training new staff and participate in forums and seminars. • Support initiatives to improve rent recovery performance. • Stay updated on relevant laws, policies, and procedures.
4. Communication Partnership	**This will involve:** • Collaborate with landlords, managing agents, Revenues & Benefits and internal housing teams to resolve recovery issues. • Promote the service and foster strong relationships with internal and external partners. • Strengthen team relationships for efficient operations. • Engage with external agencies (e.g., Debt Collection Agencies, Solicitors, DWP, Citizens Advice). • Work closely with internal teams (e.g., Housing Needs, Welfare Benefits, Legal, Finance, Social Services, Housing Solutions Prevention Team).

5. Performance and Standards ***Key Performance Outcomes***	**This will involve:** • Maintain accurate records of rent recovery actions and their impact. • Ensure IT systems and case files are up to date and reconciled. • Manage casework proactively, meeting key deadlines. • Provide performance statistics as needed and follow rent recovery policies. • Keep detailed records to track rent arrears effectively. • Contribute to housing service priorities and key targets. • Participate in appraisals, supervision, and team meetings. • Ensure services are responsive, efficient, and customer-focused. • Adhere to Equality & Diversity, Health & Safety, and corporate policies. • Commit to achieving performance standards and the Council's Customer Services Promise. • Reduce overall rent arrears. • Increase the use of system automation. • Expand communication channels with customers. • Decrease bad debt levels. • Reduce the number of evictions
6. Resource Management	**This will involve:** • Handle a varied caseload with competing priorities. • Submit expenditure requests following budget procedures. • Recommend refunds and write-offs per Rent Services guidelines. • Reconcile rent and charges with rent accounts.
General accountabilities and responsibilities	
Green Statement	**This will involve:** ▪ Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.
Data Protection/Confidentiality	**This will involve:** ▪ Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles. ▪ Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures. ▪ Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.

Conduct and Whistleblowing	**This will involve:** ▪ Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.
Safer Working	**This will involve:** ▪ Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a Disclosure and Barring Service (DBS) check and references will be taken up prior to interview.
Equalities	**This will involve:** ▪ Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertaken any appropriate training and to challenge any prejudice and discrimination.
Customer Care	**This will involve:** ▪ Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.
Health and Safety	**This will involve:** ▪ Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.
To contribute as an effective and collaborative member of the team	**This will involve:** ▪ Taking responsibility for continuing self-development and participating in training and development activities. ▪ Participating in the ongoing development, implementation and monitoring of the service plans. ▪ Supporting and contributing to value for money, service efficiencies and improvements.
Flexibility	**This will involve:** ▪ The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your the grading level and competence.

Person Specification

Job Title:	Rent Collection Officer		
	Method of candidate assessment: A = Application form I = Interview T = Test. *Weighting: 3 = Essential, 2 = Desirable*	**A - I – T**	Weighting

Minimum education/ qualifications:	• No Mandatory Qualification Required. • Requires advanced knowledge and the ability to analyse complex information. • Can be demonstrated through qualifications such as Higher Education Certificates, NVQ Level 4, HND, BTEC Professional, or equivalent. • Alternatively, proven experience in applying specialist knowledge may be considered.	A	2
Minimum experience/ knowledge	• Understanding of Local Government processes and decision-making. • Strong knowledge of the Housing Act 1996 (Parts VI & VII), Homelessness Act 2002, and related legislation. • Awareness of landlord and occupant rights and obligations in public and private housing. • Knowledge of Housing Benefit regulations and the Welfare Reform Act. • Familiarity with current housing issues and government initiatives. • Experience in case management, income recovery, and rent account management. • Ability to support customers in maximizing income and navigate financial systems. • Proficiency in spreadsheets, databases, and financial information systems. • Skilled in interviewing and negotiation.	AIT AIT AIT AIT AI AIT IT AIT IT	3 3 2 2 2 3 3 3 3

Minimum competencies: Customer focus	• Effective Communication: Able to clearly convey rent recovery priorities to customers and communicate with Council officers and external agencies.	IT	3
	• Numeracy, Literacy, and IT Skills: Strong skills in handling data and using IT systems.	IT	3
	• Strategy Development: Capable of creating strategies with actionable plans to improve recovery performance.	AI	3
	• Financial Problem-Solving: Skilled in analysing complex financial issues and developing practical solutions.	IT	3
	• Work Plan Translation: Ability to translate Council priorities into effective income recovery plans.	AI	3
	• Time Management & Pressure Handling: Able to work to tight deadlines and manage multiple tasks efficiently.	IT	3
	• Record Keeping: Maintain accurate and up-to-date records.	AI	3
	• Income Maximisation: Provide clear advice to customers on income maximisation.	IT	3
	• Interpersonal & Communication Skills: Strong empathy and rapport-building skills to gain trust from colleagues, stakeholders, and the community.	AI	3
	• Networking & Negotiation: Effective in networking, building partnerships, and negotiating with others.	AI	2
	• Analytical & Reporting Skills: Ability to prepare, analyse, and present specialist information in clear, actionable formats.	AIT	2
	• Time and Workload Management: Proficient in prioritizing tasks and managing time effectively to meet deadlines.	IT	3
	• Pressure Handling: Ability to work well under pressure while managing competing priorities.	AIT	3
	• Political Sensitivity & Conflict Management: Able to negotiate within politically sensitive contexts and address conflicting interests.	I	2
	• Needs Recognition: Ability to identify and address the needs of all service users, especially those with challenging behaviours.	AIT	3
Corporate Behaviours	• Council Behaviour Framework: All employees are expected to adhere to a set of core behaviours outlined in the Council's behaviour framework, available on the Council's internet page.	I	2
	• Reflection in Work: Employees should demonstrate these behaviours in their daily work and in their application for roles.	A	2
	• Continuous Development: Redbridge encourages all staff, regardless of their level, to continuously develop and enhance these core behaviours as part of their personal and professional growth.	I	2

Building relationships, working together and in partnership	• Personal Development: Take responsibility for personal growth and actively engage in learning and development opportunities. • Service Plan Development: Contribute to the creation, implementation, and monitoring of service plans. • Support Efficiency: Support initiatives that ensure value for money and enhance service efficiency.	A	3
Respecting & implementing diversity	• Equalities Act 2010: Adhere to the principles and requirements set out in the Equalities Act 2010. • Redbridge Council Policy: Follow the Council's policies on equality, diversity, and inclusivity, ensuring fair treatment and access for all individuals.	A I	3 2
Working patterns and travel	May require occasional evening work	A	2
Safeguarding and disclosure	Basic DBS Disclosure Required (*If appointed)*		
For those with managerial responsibility Leadership	N/A		
Managing and developing people	N/A		
Special conditions:	N/A		