

Job Description

Job Title:	Income Officer
Employer:	Torus
Location:	Liverpool/St Helens/Warrington
Salary:	£31,650 per annum
Responsible to:	Team Leader - Income
Responsible for:	The effective collection of income.

PURPOSE OF THE POST

To deliver a high-quality Income Management Service to Torus customers.

To ensure that the organisation maximises its income and play a major role in ensuring the team achieves its income targets.

To ensure the Team provide a professional, high quality, income management service to all Torus customers by assisting tenants to maximise their income, whilst taking prompt action when there is non-payment to protect Torus rental income streams.

KEY RESPONSIBILITIES

1. To maximise income collection and improve performance against agreed KPIs.
2. To develop effective relationships both internal and external which ensure the delivery of the team's objectives.
3. If required assist with tenancy sign-ups, informing customers of rent payment arrangements. Assist customers to complete housing benefit/ Universal Credit claims, sign-posting customers to internal and external agencies who can provide welfare advice and liaising with the local HB/DWP services to resolve queries.
4. To effectively manage a case load of customers' accounts to meet service demands. Applying Torus arrears policy and procedures in a fair and consistent manner.
5. To ensure that all case activity, customer contact and developments are documented and in line with the customer service standards and the income management policy and procedure.
6. To ensure appropriate legal action is taken to recover debt including representing the organisation at court proceedings and evictions.
7. To deliver high quality Income, housing management and tenancy enforcement services on the ground.
8. To carry out household surveys and home/property visits as required

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9. To respond to enquiries, requests for assistance, guidance or advice from customers and residents generally.
10. To respond to enquiries, requests for assistance, guidance or advice from Torus customers on welfare benefit, money management, debt. Making appropriate referrals to Torus Foundation for assistance with digital inclusion, employment skills, health and wellbeing and other third parties.
11. To carry out basic benefit calculations and, if required, assist Torus customers to make a claim for housing benefit or Universal Credit.
12. To liaise with internal/external organisations to provide appropriate support or advice, including signposting as required, preventing eviction proceedings and sustaining tenancies.
13. To check the DWP portal, ensuring requests for verification are completed within agreed timescales.
14. To help deliver area based housing activity and the provision of high quality services within the Neighbourhood.
15. To communicate, consult and provide a direct link with local customers and other residents, to provide information, identify/address local issues and concerns and obtain views, feedback and comments from the community.
16. To assist in monitoring the standard and quality of service delivery within the neighbourhood.
17. To maintain continuously high standards of customer care.
18. Carry out all administrative tasks and any necessary follow-up work.
19. To represent Torus on groups and forums as required.
20. To ensure a clear knowledge and understanding of team objectives and priorities and how the individual role will contribute to the corporate objectives.
21. To provide support and assistance to colleagues within the team through training, coaching and adopting good team ethics.
22. Contribute to the development and review of procedures within Income Services.
23. To take responsibility for own development, keeping up to date with legislative and welfare reform changes.
24. To work flexibly as required.
25. Support the delivery of value for money services, providing cost-effective, efficient, quality services to meet existing and potential customers' needs.
26. To promote safety and protection of vulnerable adults and children by ensuring that all safeguarding issues and concerns are reported promptly in accordance with Local Authority and Torus Safeguarding Policies.
27. To comply with Torus's commitment to refer, recording case detail as required.
28. To carry out such other duties and responsibilities as are consistent with the concept of the role.

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Health and Safety

29. Ensure that H&S policy and procedures are adhered to and embedded to deliver effective and safe services and operations.

Equality and Diversity

30. Apply and embed fairness and equality in both the delivery and offer of all services, to ensure that all staff and customers are treated fairly, to meet an individual's personal circumstances.

Safeguarding

31. To promote safety and protection of vulnerable adults and children by ensuring that all safeguarding issues and concerns are reported promptly in accordance with Local Authority and Torus Safeguarding Policies.

Person Specification

Job Title: Income Officer
Employer: Torus
Location: Liverpool/St Helens/Warrington

Criteria	Essential / Desirable?	Method of assessment
<p>1. Appropriate professional qualification</p> <p>Educated to GCSE standard for maths and English or NVQ equivalent. CIH level 3 or willingness to work towards.</p>	E	AF/C
<p>2. Experience and Track Record</p> <p>Experience of using a wide range of relevant IT applications.</p> <p>Experience of income management and enforcement or debt collection</p> <p>Experience of dealing with the public</p> <p>Experience of working to performance targets.</p> <p>Knowledge and understanding of legal frameworks relating to tenancy arrears recovery.</p> <p>Knowledge of welfare reform and welfare benefits</p> <p>Ability to work on own initiative, prioritising work to meet deadlines.</p> <p>Able to work well as part of a team.</p> <p>Hold a clean driving licence.</p> <p>Willingness to work flexible hours to meet the needs of the business and to maximise arrears recovery.</p> <p>Experience of case management, including analysing customer accounts, being able to problem solve and keeping accurate records.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p> <p>E</p>	<p>AF</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF</p> <p>AF</p> <p>AF/I</p> <p>AG/I</p> <p>AF</p> <p>AF</p> <p>AF/T</p>
<p>3. Managing Change</p>		

Person Specification

<p>Manages change through combining excellent project management skills with an inclusive style to deliver intelligence led improvements. Flexible in outlook and able to change direction at short notice.</p>	E	AF
<p>Anticipates reactions to change and new interventions and suggests appropriate responses.</p>	D	AF
<p>4. Leadership and Vision</p> <p>Takes personal responsibility for own workload. Is confident listening and presenting, and able to influence and inspires others and encourage innovation.</p>	E	AF
<p>5. Interpersonal Persuasion and Influencing</p> <p>Demonstrates high levels of motivation and resilience combined with enthusiasm, commitment and a curious, inquisitive approach to challenge and seek continuous improvement.</p> <p>Passionate, committed and self-motivated to inspire others to change.</p> <p>Excellent interpersonal skills, ability to gain trust and confidence of internal and external stakeholders and partners.</p> <p>Ability to engage with staff, peers, tenants and external partners to build relationships based on honesty, trust, mutual respect and integrity to inspire confidence and respect.</p>	E E E E	AF/I AF/I AF/I AF/I

Person Specification

<p>6. Communication</p> <p>Ability to engage with staff, peers, board members, tenants and external partners to build relationships based on honesty, trust, mutual respect and integrity to inspire confidence and respect.</p> <p>Competent user of the digital/social media channels and their role in communication and driving business success.</p> <p>Excellent written and oral communications skills, conveying information in a coherent manner relevant to the audience.</p>	<p>E</p> <p>D</p> <p>E</p>	<p>AF</p> <p>AF</p> <p>AF/I</p>
<p>7. Financial & Risk Management</p> <p>Demonstrable governance and financial compliance management experience to ensure robust and compliant operations.</p> <p>Evidence of a balanced approach to risk management within reward activity, taking account of business need and risk and providing balanced advice and direction based on sound judgement.</p>	<p>E</p> <p>E</p>	<p>AF</p> <p>AF</p>

Key:

AF = Application form

C = Certificate

I = Interview

T = Test