

**SUTTON HOUSING SOCIETY  
JOB & PERSON SPECIFICATION**

<b>Job Title:</b>	Income Recovery Officer (21 hours per week)
<b>Department:</b>	Housing Management
<b>Reports to (title):</b>	Finance & Admin Manager (for temporary contract)
<b>Directly supervises:</b>	N/A
<b>Updated:</b>	January 2010

**Main Purpose of Job:**

Maximise the society's revenue through arrears management in accordance with the Society's policies and procedures.

Work with London Borough of Sutton's Housing Benefit Departments to maximise their performance on direct payments to SHS.

Employ a high standard of customer care and sensitivity in all communications both internal and external.

**Key Tasks:**

1. To monitor former and current tenant accounts and recover outstanding money in accordance with the Society's policy, to maximise income.
2. To record all communication and arrears management on the Society's computerised housing management system.
3. To provide advice and assistance to tenants on Housing Benefit to ensure claims are processed promptly.
4. Work with independent Advice Agencies to ensure tenants can access welfare benefit advice and debt counselling.
5. To meet set targets on arrears management.
6. To prepare arrears performance reports as directed.
7. Identify and report areas for potential improvement to policies and systems
8. To take an active role in the development of the computerised housing management system.
9. Work within the team to ensure that corporate goals and values are delivered through working practices
10. To establish and maintain good relationships with key stakeholders and Society colleagues
11. To ensure compliance with all TSA and other regulatory and statutory guidance relevant to the role
12. To maintain a good working knowledge and up to date legal developments with regard to housing management in relationship to rent arrears.

To carry out all duties in accordance with the Society's:

- Equal Opportunities policy

- Health and Safety policy
- Policy on confidential reporting (whistleblowing)

To carry out any other duties consistent with the post that may be required from time to time, at the discretion of the line manager

- This post will be subject to an enhanced CRB check

<b>PERSON SPECIFICATION:</b> Income Recovery Officer
<b>Qualifications/Training:</b>
Good standard of education
Clear evidence of continuing professional development
<b>Experience:</b>
Ability to manage a significant workload effectively. Work under pressure and meet deadlines.
Ability to 'think on your feet'. Excellent decision making skills.
Ability to work independently within the context of a small organisation.
Ability to influence and negotiate effectively
Word and Excel skills
<b>Personal characteristics/circumstances:</b>
An awareness of and commitment to equal opportunities and health and safety and a willingness to undertake training associated with these issues.
Commitment to delivering customer focused service
Use of a car
<b>Desirable qualifications/experience</b>
Maths & English GCSE level
Good understanding of housing law in relation to rent arrears
1 year in Housing Management as a income recovery officer or equivalent