**Yorkshire Housing Role Profile**

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| **Job title:** | Income Officer | **Leader of others:** | NA |
| **Reports to:** | Team Manager Income | **Contract type:** | Agile |
| **Business Area** | Customer Service Delivery | **Car allowance** | Yes |
| **Budget holder:** | No | **DBS required:** | Yes |

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| **Job purpose** |
| To maximise and sustain rental income by providing advice and guidance to customers of all tenures relating to rent, service charges, recharges and legal costs through negotiation and enforcement. This will include maximising customer’s income, liaising with Housing Benefit and DWP as appropriate, internal referrals to Independence Team as well as monitoring payment plans. |

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| **Key responsibilities** |
| * Responsible for the collection of our income in cases that are escalated internally through our business rules and processes and will have increased complexity. This includes rent, service charges, recharges and legal costs for both current and former customers.
* Proactively manage customer contact including making inbound and outbound calls, text messages, email, self-serve portal as well as home visits as required to collect our income and manage debt.
* Negotiate affordable and sustainable payment plans with customers.
* Work with outside agencies such as DWP and Housing Benefit to maximise or customer’s and Yorkshire Housing’s income.
* Using data analysis, customer segmentation and profiling to identify likely payment patterns and target your contacts accordingly
* Identify customers with support needs and refer internally or externally as appropriate.
* To provide support, advice and signposting to ensure customers have the correct debt and money management advice and information.
* To promote “Rent on Time”.
* Proactively manage customer accounts and use early intervention to minimise legal cases and evictions.
* To ensure all collection methods are explored to recover former tenant and rechargeable debts before they are written off.
* To maintain knowledge of court proceedings to be able to attend court if necessary.
* Carry out other duties that may reasonably fall within scope.
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| **What you’ll bring to the role** |
| **The main things:** |
| * Adaptable and flexible to a changing and varied workload.
* Excellent numeracy, literacy and communication skills.
* High standard of accuracy.
* Comprehensive IT experience especially in MS products.
* Good organisation and time management skills.
* Experience in a customer service environment and resolving complex customer cases and challenging situations.
* Previous experience of working in an income collection setting within the private sector.
* Commercial awareness.
* Full UK driving licence and access to a car for business purpose.
* Ability to work on own initiative, be adaptable and flexible with good organisational and time management skills to manage competing demands and deadlines.
* Eagerness to develop own skills and adapt to change.
* Personal values and approach that align with YH’s values.
* Ability to work flexibly in line with Hub, Home and Roam principles.
* An understanding of Equality, Diversity and Inclusivity and how this is applied through our service to customers and colleagues.
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| **It would be a bonus if you have:** |
| * Previous experience of writing policies and procedures.
* An understanding of different tenure types
* An awareness of debt solutions available to customers in debt and the impact of this on tenancies.
* Familiar with Orchard Housing Management system
* Familiar with Dynamics 365 & Salesforce
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| **Our values:** |
| Our values describe what matters most to us, and what our colleagues should expect from each other. We’re all expected to show how we support and live up to these values in our work. **Create trust** • Do the right thing, not the easy thing • Be honest and open • Do what you say.**Be curious** • Think differently • Ask questions • Keep learning.**Make it happen** • Own it • Do it • Be empowered.**Achieve impact** • Do things that matter • Deliver results • Show pride and passion.**Have fun** • Enjoy work • Be yourself • Stay connected.We want colleagues to feel free to be themselves - so we’re all responsible for making sure we promote a culture of equality, diversity and inclusion. And, as you’d expect, we’re responsible for our own health and safety, following our policies and doing any training needed for our roles.  |

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| **Date Role Profile last reviewed:** | January 2025 |