

# Yorkshire Housing Role Profile



<b>Job title:</b>	Income Support Officer	<b>Leader of others:</b>	No
<b>Reports to:</b>	Team Manager (Income)	<b>Contract type:</b>	Agile Homeworking
<b>Business area:</b>	Places and Customer Engagement – Customer Success	<b>Car allowance:</b>	No
<b>Budget holder:</b>	No	<b>DBS required:</b>	No

## Job purpose

To support the Income Team to deliver a proactive and customer focused service, acting as an initial contact for customers with all Income related queries, as well as working collaboratively with colleagues from across Yorkshire Housing. In particular, the role will support the Customer Experience Centre by advising and helping to make sure the customer enquiry gets to the right person within the Income Team.

Proactively dealing with customer enquiries in a customer focused way, taking ownership so that the customer journey is recorded and escalated appropriately and playing a key role in coordinating with customers and third-party stakeholders.

You'll own the administration of day-to-day recording and Income related data collection, ensuring it is accurate and up to date at all times.

## Key responsibilities

- Act as an initial contact and triage for queries coming into the Income Team, ensuring emails are allocated to the right person and that there is an accurate recording of information.
- Support the Income Officers with the collection of rent debts whilst promoting “rent on time”. This includes rent, service charges, recharges and legal costs for both current and former customers. Negotiate affordable and sustainable payment plans with customers.
- Deal with day to day enquires from customers and other business areas, ensuring a high level of customer satisfaction, deescalating complaints where possible.
- Proactively manage customer contact with inbound and outbound calls, text messages, email, and the self-serve portal.
- Communicate effectively with all customers and colleagues, both verbally, in writing, remotely and in person.
- Work with outside agencies such as DWP and Housing Benefit to support our customer's and Yorkshire Housing's income.
- Proactively identify customers with support needs and refer internally or externally as needed.
- Provide support, advice and signposting to ensure customers have the correct debt and money management advice and information.
- Ensure all relevant systems and information is kept up to date and accurate.
- Maintain the UC portal and respond to queries within SLA.
- Manage the administration tasks such as dealing with customer payments, rent adjustments and refunds.
- Assist in the response to complaints, recording cases, providing information and supporting investigations. You'll chase for updates when requires and issue holding and final response letters.

As you can imagine, the above might not be all you'll be responsible for in role so you might be asked to take on some other key responsibilities if they're suitable for your role.

## What you'll bring to the role

### The main things:

- Passion for people and providing great customer service.
- Excellent communication skills.
- Keen eye for numbers and high attention to detail.
- Willingness to learn, develop and continuously improve our customers' experience.
- Experience in a customer service environment and have the confidence to assist with complex customer cases and handle challenging situations effectively.
- Superb organisational skills and ability to manage your own time affectively.
- Adaptable and flexible, you'll find it a breeze to change your workload and priorities.
- IT savvy and confident using MS products.
- 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.

### It would be a bonus if you have:

- Previous experience in working in an income setting.
- Understanding of tenure types.
- An awareness of debt solutions available to customers in debt and the impact of debt of tenancies.

### 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.

**Date Role Profile last reviewed:** Feb 2025