



**Yorkshire
Housing**

Income and Advice Support Officer

February 2026



Key information about the role



Income and Advice Support Officer



Business area:
Customer Channels – Income



Reports to:
Team Manager (Income and Advice)



Leader of others:
No



Contract type:
Agile Homeworking



Budget holder:
No



Car Allowance:
No



DBS check required:
No



About the role

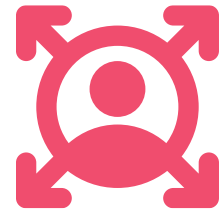
Role purpose

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.

Having responsibility for owning the administration of day-to-day recording and Income related data collection, ensuring it is accurate and up to date at all times.

Here's some of the things you'll be doing



We're Yorkshire by name and by nature. And we make it possible for people to have a place they're proud to call home, whether that's to rent or to buy. It's our people that make that happen, and here's how you'll be supporting:

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 & Advice 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 appropriate
- 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
- Manage the use of the UC portal responding to queries within SLA
- Manage the administrative process for direct debits including rent changes and missed payment
- Undertake monetary payments and other administration tasks such as dealing with invoicing, customer payments, rent adjustments and refunds
- Assist in the response to complaints, recording cases, providing information and supporting investigations, chasing for updates as and when required and issuing of holding and final response letters
- Anything else required within the Income Team remit to meet service and customer need.



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.

So, what will you bring to the role?



The main things:

- Be great with People! Along with excellent numeracy, literacy and communication skills
- Willingness to learn, develop and continuously improve the customer experience
- Experience in a customer service environment and the ability to assist in dealing with complex customer cases and challenging situations effectively
- Administration tasks, including communicating through all channels
- Great organisational and time management skills
- Adaptable and flexible to a changing and varied workload and changing priorities
- Ability to prioritise, manage your own workload and to meet deadlines
- High standard of accuracy
- Comprehensive IT experience especially in MS products
- Commercial awareness
- 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 of working in an income collection setting
- 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.

Our Yorkshire Housing values



What are they?

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.

Our colleagues are amazing

We want colleagues to feel free to be themselves, which means we all share responsibility for promoting a culture of equality, diversity and inclusion. We're also each accountable for our own health and safety by following our policies and completing any training needed for our roles. Our colleagues are amazing, and the diverse skills and abilities they bring to work every day are what make Yorkshire Housing such a special place to be. You spend a lot of your waking hours at work, so we're committed to giving you a workplace where you can truly be yourself, feel valued, and have opportunities to progress and develop.

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.

