

JOB DESCRIPTION

Directorate:	Chief Executive's Department
Division:	Housing
Post No & Job Title:	Income Collection Assistant
Grade:	Grade 4
Responsible to:	Income Collection Manager
Responsible for:	N/A
Main purpose of the job:	<p>To support the Income Collection Team to effectively collect rent and service charges.</p> <p>To provide a first point of contact for customers contacting the Income Collection Team in person and on the phone.</p> <p>To provide administrative support to the Income Collection team</p>

Main Duties and Responsibilities:

1. Provide a first point of contact for customers contacting the Income Collection Team. This includes contact made by telephone, in writing or in person.
2. Communicate effectively with internal teams and external partners (DWP, JCP, Citizens Advice, Support Agencies etc.) to maximise income collection and provide excellent levels of customer service
3. Maintain accurate records and ensure that the housing management and electronic document systems are kept up to date and comply with Data Protection Act 2018
4. Responsible for the administration in relation to Universal Credit Claims
5. Responsible for collection of monies owed in respect of garages and former tenant arrears
6. Prepare notice to quit for garage accounts
7. Preparation of refunds for approval as requested by customers or other team members
8. Recommend former tenant accounts for write off in line with the procedure
9. Responsible for any administration in relation to Broxtowe's tenants' contents insurance scheme
10. Provide general advice to customers about welfare benefits, the income collection process and housing matters and signpost customers to other departments or agencies as appropriate

11. Carry out general administration as required by the Income Collection Officer, Income Collection Accountant, Financial Inclusion Officer, Income Collection Manager or Income and Housing Manager
12. Carry out home visits as required to provide cover for the Income Collection Officer and to serve garage notice to quits if required by the tenancy agreement or as part of any Income Collection campaign work
13. Assist the Income Collection Officer to prepare paperwork for court hearings
14. Provide office and phone cover as required
15. Maintain an understanding of Welfare Reform changes and the impact on customers
16. Carry out any other duties as are within the scope and grading of the post as requested by the line manager or Head of Service

DESIGNATED CAR USER

A designated car user status has been attached to this post.

SPECIAL CONDITIONS

Duties may include attendance at evening meetings and/or work outside normal office hours.

RESTRICTIONS

This is not a politically restricted post.

This post is subject to exemption with reference to the Rehabilitation of Offenders Act 1974.

NOTE

The above job description sets out the main responsibilities of Income Collection Assistant but should not be regarded as an exhaustive list of the duties that may be required. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the post holder during the Personal Development Review process.

All employees are expected to maintain a high standard of service delivery and to uphold the Council's policies in accordance with equality and diversity standards, and health and safety standards, and to participate in training activities necessary to their job.