



Belle Isle Tenant Management Organisation Job Description

Job Title: Rent Account Officer Grade: C3

Belle Isle TMO - Mission and Aims

The postholder will be employed by Belle Isle TMO and will work towards helping Belle Isle TMO achieve its which is to Build a Better Future for Belle Isle. In addition the postholder will contribute to Belle Isle TMOs aims which are to;

- Provide High Quality Services
- Help build a safer and stronger community
- Be a well-run Tenant Management Organisation

Belle Isle TMO - Values

- The postholder will support Belle Isle TMOs core values which are;
- High standards of governance, accountability, leadership and probity.
- Working together sharing our skills, knowledge and experience, developing and nurturing each other in a supportive and inclusive environment, caring for one another and encouraging trust and mutual respect.
- Doing things to the best of our ability and providing the highest quality of service, aiming to do things right the first time, every time, undertaking regular monitoring against agreed targets, to provide a consistently improving service.
- Ensuring an atmosphere of respect, integrity, fairness and trust - At all times we will be open and honest with each other, treating people fairly, respecting our differences and challenging inappropriate behaviour through our agreed policies and procedures.
- Developing good communication that is clear, accurate and appropriate. We will actively listen to and value each others points of view and provide an environment where people are happy to share ideas and information in a variety of ways

Belle Isle TMO - Service promise.

The postholder will contribute positively to Belle Isle TMO's Service promise which is to:

- always be as helpful as we can be;
- offer relevant, useful and accurate information;
- make sure we have a range of services and activities that meet service user needs;
- listen to service users and wherever possible, act on feedback;

- support service users to achieve their goals; and smile

Overview of the job

To support the Rent Account Manager in undertaking an efficient arrears recovery role negotiating payment terms with debtors and their representatives, advising tenants on the options available for the payment of rent including applications for housing benefit, maximising income through various debt recovery processes, liaising with legal services and outside agencies in the recovery of debt.

Specific Duties

1. To undertake tasks specific to the recovery of both current and former tenant debt and to maximise income through the various debt recovery processes and to provide statistical information regarding income received and debt outstanding.
2. To negotiate payment terms with debtors and their representatives.
3. To deal with enquiries from tenants with regard to Benefit applications and to liaise with Leeds Benefits Service as required. This will include interrogation of the Academy benefits system to monitor benefit claims.
4. To assist tenants in the completion of benefit application forms and the verification of income details.
5. To liaise with the Paralegal Section / Legal Services in the recovery of debt through the County Courts.
6. To liaise with outside agencies in the recovery of debt, including External Debt Recovery Agencies for former tenant's arrears.
7. To investigate reports of abandoned properties in line with Belle Isle TMO procedure.
8. To investigate miscellaneous possession cases and liaise with Legal Services in the preparation of statements and documentation prior to court action.
9. To provide financial statistics in respect of the debt.
10. To process invoices issued by outside agencies and process rent payments through Leeds City Council's payment system.
11. To assist in the signing up process to advise new tenants on their responsibilities regarding payment of rent.
12. To undertake new tenancy visits within the first 15 days of tenancy commencement.
13. To form part of ongoing cover arrangements for the day to day provision of Belle Isle TMO's telephone and face to face reception services.

It should be noted that the above tasks are subject to occasional changes to incorporate other commensurate duties and responsibilities to organisational change/review and to assist flexibility. The duties outlined are not meant as an exhaustive list and will also comprise any other duties within the spirit of the post as specified by the Chief Executive and the Board.

Person Specification

Area	Essential	Desirable
Experience	Of dealing with customers and internal and external agencies on a daily basis in sometimes difficult circumstances.	

	Of analysing information and applying set criteria in line with procedures.	
	Of the range of services offered by support agencies, especially where tenants require more intensive support.	
	Of debt recovery methods.	
	Of providing a professional customer focussed service with commitment to customer care.	
	Of general office routines and financial procedures.	
	Of working effectively as part of a team.	
	Of planning and organising own work effectively in order to ensure the achievement of objectives.	
Education and Training	A detailed and working knowledge of the recovery of both current and former tenant debt, and the options available for debt recovery.	Knowledge of the operation of office based IT systems including, the Housing IT system Civica (Cx) and Microsoft Office packages.
	Of Means Tested Benefits.	
	Understanding of the need for Financial Regulations, rules and procedures.	
	Of the Legal Procedures for recovery of debt or for breaches of tenancy.	
	An understanding of a Tenant Management Organisation including its functions and services.	
	General level of education with minimum 4 GCSE's(grade A to C) or equivalent.	
	A willingness to take responsibility for own continuous development	
Skills	Ability and confidence to communicate effectively with a wide range of people.	Ability to provide an efficient and effective response to the public.
	Ability to investigate and report on a range of issues within a defined area of work.	
	Ability to be sensitive to individual needs, show understanding and maintain customer confidentiality at all times.	Ability to provide information accurately and concisely to customers.

Area	Essential	Desirable
Skills	Ability to work on own initiative and prioritise own workload to ensure that deadlines are met.	Ability to provide an efficient and effective response to the public.
	Ability to listen, extract and transfer accurate information to the relevant computerised systems.	

		Ability to provide information accurately and concisely to customers.
	Ability to deal effectively and efficiently with enquiries/complaints from all customers/ service users inside and outside the organisation.	
	Good negotiating skills in potentially difficult situations.	
	Flexibility in approach to working hours and ability to attend evening meetings.	
Values and Attitudes	To uphold and promote the mission, aims, goals, service promise and values of the organisation.	
	To work closely with colleagues as part of a team in providing a professional service to meet the needs of the tenants and residents of Belle Isle.	
	At all times to provide a professional, courteous and helpful customer focussed service.	
	To communicate effectively across all areas, to ensure the ongoing development of the service and the organisation.	
	Demonstrate respect, openness and integrity when dealing with tenants and customers	
	Confident and authoritative approach when dealing with people at all levels, both inside and outside the organisation.	
	Conscientious approach towards completing tasks accurately and to deadlines.	
	Flexible approach to team working to ensure the operational needs of the organisation are met.	
	To undertake any other duties, commensurate with the level and experience of the post holder, as may from time to time be required by the Chief Executive, to ensure service continuity, and for the benefit of the organisation as a whole.	
	To carry out the duties of the post, in accordance with all appropriate organisational, statutory, regulatory and professional codes of conduct and codes of practice as applicable within the duties of the post and of the organisation as a whole.	
	To contribute to the aims of the organisation and the development of services by taking an active part in regular supervision, team meetings, team and individual training, promotional, consultative and tenant involvement opportunities and activities	

Area	Essential	Desirable
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Values and Attitudes	To develop and maintain professional links with internal and external customers and stakeholders, as appropriate, for the benefit of the organisation and the tenants and residents of Belle Isle.	
	Willing to take personal responsibility under and abide by Belle Isle TMO's Health and Safety Policy and Equal Opportunities Policies in the duties of the post and as an employee	