



## **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 TMOs Service promise which is :

- 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 Income & Tenancy Manager in undertaking an efficient rent collection and arrears recovery service. The role has a significant element of negotiating affordable payment terms with debtors and their representatives, along with advising tenants on the options available for the payment of rent including. It will also involve supporting applications for housing benefit and universal credit to maximise income collection. There are debt recovery procedures to follow, and this can involve serving legal notices, and liaising with legal services and outside agencies to support the recovery of rent arrears.

## **Specific Duties**

1. To undertake tasks specific for the recovery of both current and former tenant debt and to maximise income through the various debt recovery processes. Assist 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 means tested benefit applications – in the main housing benefit and universal credit – so there is liaison with Leeds Benefits Service and the Department for Work & Pension. This will include interrogation of the Academy system to review progress and outcomes of housing benefit claims, and also the DWP Landlord Portal for verifying universal credit claims.
4. To assist tenants in the completion of certain means tested and discretionary application forms that support rent payment and that verify 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 arrears.
7. To investigate and process reports of abandoned properties, tenancy fraud allegations, mutual exchange proposals, and tenancy change requests, 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 support the provision of financial statistics in respect of the debt.
10. To process rent payments through Leeds City Council payment systems.
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 month of tenancy commencement.
13. To form part of ongoing cover arrangements for the day-to-day provision of Belle Isle TNO'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
<b>Experience</b>	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 and supportive payment engagement.	
	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.	

Area	Essential	Desirable
<b>Education and Training</b>	A detailed and working knowledge of the recovery of both current and former tenant debt, and the options available for effective collection. Legal Procedures for recovery of debt or for breaches of tenancy.	Knowledge of the operation of office-based IT systems including, the Housing IT system Civica (Cx) and Microsoft Office packages.
	Understanding of the criteria and eligibility for a range of means tested benefits, particularly housing benefit and universal credit.	
	Understanding of the need for Financial Regulations, rules and procedures.	
	An understanding of a Tenant Management Organisation including its functions and services.	
	General level of education with a minimum 4 GCSE's (grade A to C) or equivalent.	
	A willingness to take responsibility for own continuous development.	

Area	Essential	Desirable
<b>Skills</b>	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 provide information accurately and concisely to customers.

Area	Essential	Desirable
<b>Skills</b>	Ability to be sensitive to individual needs, show understanding and always maintain customer confidentiality.	Ability to provide an efficient and effective response to the public
	Ability to work on own initiative and prioritise own workload to ensure that deadlines are met.	Ability to provide information accurately and concisely to customers.
	Ability to listen, extract and transfer accurate information to the relevant computerised systems.	
	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.	

Area	Essential	Desirable
<b>Values and Attitudes</b>	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.	

Area	Essential	Desirable
<b>Values and Attitudes</b>	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.	
	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 and Diversity policies in the duties of the post and as an employee.	