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### London Borough of Havering Job Profile

<b>Job Title:</b> PSH Income Recovery Officer – rechargeable repair recovery	<b>Directorate:</b> Housing Services
<b>Service/Section:</b> Housing – Housing Demand	<b>Post Number(s):</b> <b>Job Evaluation Number:</b>
<b>Grade: G6</b>	<b>Date last updated:</b> <b>Date of last Evaluation:</b>

#### Main Purpose of the Job/Key Objectives:

To be responsible for the recovery of rent and other charges due to the London Borough of Havering (including former tenant arrears and rechargeable repairs) in order to maximise payments and minimise arrears and to take appropriate action to recover debts outstanding. This would include preparation of legal documents and attendance at court.

To act as the main front-line link between the tenants, the Council and its partners in recovering debt and directing tenants to relevant agencies to prevent and manage debt.

To contribute to meeting income related performance targets set for the Income Recovery Team and help make continuous service improvements.

#### Job Context:

1. The postholder reports to the Income Manager.
2. The postholder has no direct line management responsibility.
3. The postholder will be required to work as required by their line manager up to 36 hours per week.
4. The postholder has no direct financial responsibility but has responsibility for maximising income from rent and minimising rent arrears.

#### Experience

Proven experience of a rent income management service.

Experience of debt recovery, including legal action and court attendance.

Proven experience of managing casework

Proven experience of dealing with the public

Knowledge of rent income management including the use of legal notices, preparation of cases for court, court procedures and presenting cases at court.

Knowledge of landlord and tenant law relating to council tenancies.

Knowledge of welfare rights, debt and money advice.

Good communication skills and able to demonstrate excellent customer care.

Capable of using IT systems, databases and programmes.

Able to manage own workload and able to communicate with customers and colleagues, both verbally and in writing.

### **Qualifications**

None

### **Working conditions/circumstances**

Use of a car for business use.

Able to undertake home visits as required.

Officers will be required to comply with a smart dress code which will include dress in accordance with the portrayal of the London Borough of Havering's corporate image.

### **Key Accountabilities and Result Areas**

<b>Key Result Area</b>	<b>Expected End Result</b>
To achieve income management and debt recovery performance targets set for the Income Recovery Team.	Maximise income and minimise rent arrears across the Council's housing stock achieving performance targets.
To promote tenancy sustainment by providing advice and support to all tenants relating to the payment of rent.	Maximise tenancy sustainment by providing advice and support at all stages of the debt recovery process.
To make referrals to the Council's relevant partner agencies who provide specialist support and advice relating to debt counselling, welfare benefit maximisation and tenancy support, and to attend Vulnerable Persons Panel as required.	All referrals made where necessary to help tenants sustain their tenancy and to comply with the pre-court action protocol.
To liaise with other internal departments e.g. Anti-social Behaviour Team, Tenancy etc. to share information and consider taking joint legal action.	Consolidated approach to ensure efficiency and to minimise legal costs.
To monitor current rent arrears and identify former tenant arrears and to	Policies and procedures followed, income

decide what action to take to progress each case depending on individual circumstances, ensuring a careful balance between the tenants' needs and the best interests of the Council	maximised and rent arrears minimised.
To conduct office interviews and home visits and exchange correspondence with current and former tenants in arrears in accordance with quality standards, dealing with the majority of enquiries without referral.	Policies and procedures followed, income maximised and rent arrears minimised, and quality assurance targets met.
To co-ordinate debt recovery casework relating to both current arrears and former tenant arrears, accurately prepare cases with all necessary evidence and issue claims for possession on PCOL system ready for submission to its external Solicitors.	Casework completed and prepared for the Council's external Solicitors.
Decide which court orders to seek at court, instruct external solicitors accordingly and attend court as a witness on behalf of the Council.	Appropriate court orders obtained leading to a reduction in rent arrears or end of tenancy.
To keep relevant policy and procedures under review and make recommendations for service development in line with best practice.	Arrears recovery and prevention developed in line with best practice.
Develop and maintain partnerships, both internally and externally, particularly the Council's Housing Benefit Team, its external Tenancy Support providers, its external Solicitors and the County Court.	Partnerships established and maintained to provide an efficient income management service
Create and update spreadsheets to record information and statistics regarding court cases and analyse data collected.	Information gathered used to monitor monthly performance/trends and to plan legal budget.
To train new and existing members of the team as required.	Consistency of approach across the team, team members able to interchange roles as required.
To carry out any other property related activities that are required to ensure the efficient management of the Council's housing stock.	All terms and conditions of the tenancies are observed with any breaches reported appropriately.

## Competency Profile

### Example:

Competency	Level	Criteria to be Evidenced (Description)
Communicating openly and effectively	B	<ul style="list-style-type: none"> <li>• Considers in advance the differing needs of others and adapts style accordingly, using appropriate language and methods of communication</li> <li>• Communicates clearly and influences well under pressure, using a range of methods to influence others, e.g. explains benefits and willingly gives and shares relevant information with others.</li> <li>• Summarises information to check understanding</li> <li>• Expresses thoughts and ideas clearly and consistently and objectively discusses options</li> <li>• Approachable and responsive to people's needs</li> </ul>
Delivering excellent customer service	B	<ul style="list-style-type: none"> <li>• Proactively gathers information about customers and consistently seeks to establish and meet their current and future needs</li> <li>• Analyses and understands delivery and range of services, providing solutions to individual customer needs</li> <li>• Develops and maintains constructive relationships with customers</li> <li>• Takes pride in delivering high quality services and seeks to expand own skills</li> <li>• Constantly questions "how will this benefit the customer?"</li> <li>• Seeks customer feedback to identify ways to improve customer experience</li> </ul>
Achieving Results and Success	B	<ul style="list-style-type: none"> <li>• Assumes personal responsibility for achieving outcomes and making appropriate decisions and is considerate of others and their contributions</li> <li>• Monitors and evaluates own performance against targets</li> <li>• Develop new ways of working to achieve results</li> <li>• Demonstrates high personal standards as an example to others and delivers what they agree</li> <li>• Is consistently positive and remains focused and flexible when faced with competing demands and priorities</li> <li>• Allocates time and resources to reflect priorities</li> <li>• Seeks information to aid decision making</li> </ul>
Respecting Others	B	<ul style="list-style-type: none"> <li>• Acknowledges and values the positive contribution that everyone can make</li> <li>• Demonstrates integrity at all times</li> <li>• Considers impact of own actions and tries to cater for the differing needs of others</li> <li>• Acts as a role model sets a personal example of good equalities practice at all times</li> <li>• Challenges inappropriate and discriminatory behaviour</li> </ul>

		<ul style="list-style-type: none"><li>• Understands different learning and personality styles and preferences</li><li>• Respects confidentiality wherever appropriate</li><li>• Acts upon concerns about discrimination or inequality of opportunity</li><li>• Applies consistent standards of service and response</li></ul>
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**Additional Requirements:**

- The Council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, and to undertake any appropriate training.
- Comply with Health and Safety Regulations associated with your employment.
- Be aware of the council's responsibilities under the Data Protection Act 1984 for the security, accuracy and relevance of all personal data held on such systems and ensure that all processes comply with this.
- To treat all information acquired through your employment, both formally and informally, in strict confidence. There are strict rules and protocols defining employees access to and use of the council's databases, any breach of which will be regarded as subject to disciplinary investigation.
- You may be required to work at any Council site.
- Demonstrate a flexible approach in the delivery of work within the service area. Consequently, the postholder may be required to perform duties not specifically identified in the job profile but which are in line with the general responsibilities of the post.