



Job Description

Post Title: **Rent Officer**

Responsible to: **Housing Contracts Manager**

Responsible for: **N/A**

Main purposes of the Job:

1. To make a contribution to the overall success of the organisation by delivering an effective Income and Rent Management service.
2. To be part of the Housing Team providing a continually improving and developing housing service to all internal and external customers which delivers a high quality, value for money service in accordance with the organisation needs, required standards and legal obligations.

Key Achievement Areas:

1. To assist the Head of Finance and Corporate Services/Assistant Accountant in the preparation of budgets and production of rent and service charge increases.
2. To liaise with landlords on rents and service charges in line with leases and management agreements
3. To support front line staff in the implementation of LIFE's rent collection and arrears recovery policy and procedures, including administration of legal proceedings and issue of warning letters..
4. To liaise with Housing Benefit Departments on disputed income in order to ascertain tenant rent liability.
5. Liaise with key staff in the Housing Benefit offices to facilitate a two way flow of information and foster good working relations..
6. Process schedules received from Housing Benefit and other providers and input this information into the SPM software ensuring accuracy and timeliness of data to enable processing of rent information.
7. To input room bookings onto SPM.
8. Identify and pursue former tenants with arrears and reimburse current/former tenants credits in a timely manner.

9. Produce debtor reporting on a bi annual basis to inform decision on debts to be written off.
 10. To provide support and advice to staff on the use of SPM.
 11. To produce an on going performance report for income and rent management.
 12. To monitor weekly housing income and cross check using SPM database.
 13. To develop and promote different payment methods i.e. direct debit, credit card payments, online payments and advise on Debt Advice Services/Credit Unions..
 14. To produce leaflets, communications to tenants relating to rent collection.
 15. To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff in their development and training.
 16. To abide and take responsibility for the implementation of, LIFE's Equality policy in all aspects of service delivery and working practice. To contribute positively to identifying and developing service improvements which respond to diversity issues.
 17. To carry out any other duties appropriate to this post as required.
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Key Personal Contacts:

Internal: All housing team and Finance Department

External: Local authorities, service suppliers and other external partnership organisations

Special Features of Job:

No job profile can cover every issue which may arise within the post at various times, and the job holder is expected to carry out other duties as requested by the Head of Housing from time to time.

Section Organisation: Housing Department

Prepared by: Margaret Coward – May 2013

	Person Specification
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Post Title: **RENT OFFICER**

Personal skill characteristics	Essential (Tick)	Desirable (Tick)
Communication		
Communicates effectively and openly at all levels.	✓	
Good verbal and written communication skills.	✓	
Experience of communicating effectively with staff and tenants to identify their needs.	✓	
Business Management / Service Delivery		
An understanding of confidential service delivery within a similar role or organisation.	✓	
Evidence of a customer approach, involving managers and staff in service provision.	✓	
Experience/Knowledge/Qualifications		
A good level of literacy and numeracy.	✓	
Proven experience of working within income/rent recovery role.		✓
Working knowledge of all Microsoft Office applications	✓	
Knowledge of current welfare benefits and relevant legislation	✓	
Understanding and experience of promoting equality in employment and service delivery	✓	
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Educated to GCSE level C, including Maths (or equivalent)	✓	
Personal Qualities		
Ability to work with people at all levels.	✓	
Ability to work on own initiative.	✓	
Ability to prioritise and plan work and complete all actions	✓	
Commitment to quality, customer service, best practice and best value in all aspects of the Charity's operation.	✓	