

**Housing Plus Group**  
**Job profile and person specification**

Role title	<b>Income Assistant</b>	Date	September 2020
Reports to	Income Admin Team Leader	Version	1

**Job purpose:**

**Main accountabilities:** List in order of priority, the major activities, or functions necessary to achieve the job's end results.

**Time (%)**

1	<ul style="list-style-type: none"> <li>To be responsible for the provision of effective, support and assistance to the Income team. This includes the Income Manager, Income Team Leader and Income Officers. To maximise the income collected by the Association through close monitoring of payments and by following Association policy and procedures.</li> </ul>	
2	<ul style="list-style-type: none"> <li>To be responsible for managing the recovery of former tenant arrears to ensure that the Association maximises its income and minimises bad debts and write-offs</li> </ul>	
3	<ul style="list-style-type: none"> <li>To effectively administer and be responsible for Housing Benefit Overpayments.</li> </ul>	
4	<ul style="list-style-type: none"> <li>To effectively advise and support the Group's customers on Supporting People claims to the County Council and monitor all Supporting People payments.</li> </ul>	

**Financial responsibility:** Enter below any revenue, operating or capital budgets for which the role is accountable.

**Health and Safety:** In order to maintain a safe working environment, keep yourself and others safe, maintain a positive safety culture and help your Supervisor / Line Manager and/or Trade Union Representative / Safety Representative achieve our Health & Safety aims and objectives you will be conversant with the Current Health And Safety Policy on the Intranet in particular the Statement of Intent and section 5.6 and 5.7 of the Policy "Health & Safety Responsibilities".

***Role Specific responsibilities example***

- Nil

**Data Protection:**

- To follow the Data Protection principles in all work activity
- To attend any training specific to the role regarding GDPR

**People responsibility:** Indicate below the number of employees for which the role has supervisory / management responsibility.

Direct reports	Indirect reports	Total employees
0	0	0

Please list below any outsourced service providers that are managed by the role (e.g. payroll), or any functional / project management responsibilities:  
Project Management related to role activity – managing change, implementation of new systems

Essential /Desirable

**Knowledge, skills and abilities:** Describe the knowledge, skills and abilities required for the job. Include the need for any academic, vocational or professional qualifications.

**1 Qualifications:**

- Must be numerate and literate to a good standard

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**2 Relevant Experience:**

- Experience and knowledge of housing legislation and best practice regarding Income and court processes.
- Experience of working with internal and external partners to resolve complex issues

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	<ul style="list-style-type: none"> <li>• Experience of working in a team environment</li> <li>• Experience of working with vulnerable customers.</li> <li>• Experience of promoting services with external partners and our communities</li> </ul>	E D D
<b>3</b>	<b>Skills and Abilities:</b>	
	<ul style="list-style-type: none"> <li>• An ability to be pro-active, use own initiative and be self-driven to achieve agreed individual targets</li> <li>• Shows determination to achieving team targets</li> <li>• Ability to think ahead and be pro-active on behalf of customers and the organisation</li> <li>• Experience of using a wide range of software packages</li> <li>• Good judgement skills</li> <li>• Ability to generate own ideas and develop others ideas</li> <li>• Actively consults and listens to others</li> <li>• Generates team spirit</li> </ul>	D  D E D D D E E
<b>4</b>	<b>Customer service and quality focus:</b>	
	<ul style="list-style-type: none"> <li>• Commitment to customer care</li> <li>• Commitment to equal opportunities</li> <li>• Positive approach to tackling problems</li> <li>• Proactive approach to customer service</li> <li>• Understands and is committed to providing services and outcomes to the best value</li> <li>• Ensures quality and productivity goals and standards are met</li> </ul>	E E E E E  E
<b>5</b>	<b>Communicating:</b>	
	<ul style="list-style-type: none"> <li>• Ability to tackle difficult situations with confidence and negotiate to reach a good solution</li> <li>• Builds strong relationships through excellent communication skills with external agencies.</li> <li>• Ability to empathise with customers</li> <li>• Ability to produce management and performance reports</li> <li>• Pro-active communicator to ensure customers are at the heart of the case management</li> <li>• Ability to write logically, concisely and persuasively</li> <li>• To effectively use training; counselling; facilitation and interviewing skills</li> </ul>	E  E  E D E  E E
<b>6</b>	<b>Planning and Organising:</b>	
	<ul style="list-style-type: none"> <li>• Ability to work under pressure effectively and on own initiative whilst prioritising workload</li> <li>• Excellent time management skills</li> </ul>	E  E
<b>7</b>	<b>Personal Motivation and Commitment:</b>	
	<ul style="list-style-type: none"> <li>• An ability to be pro-active, use own initiative and be self-driven to achieve agreed individual targets</li> <li>• Committed to achieve targets</li> <li>• Has the ability to think ahead and be pro-active on behalf of customers and the organisation</li> </ul>	E  E E
<b>8</b>	<b>Equality and diversity:</b>	
	<ul style="list-style-type: none"> <li>• To ensure the organisations Equal Opportunities Policy is fully implemented at all times.</li> </ul>	E

	<ul style="list-style-type: none"> <li>To ensure issues/cases are dealt with proportionally</li> </ul>	E
9	<b>Special Requirements:</b>	
	<ul style="list-style-type: none"> <li>Post requires DBS disclosure for successful applicant</li> <li>Current valid driving license and use of own vehicle</li> </ul>	E D

#### Further relevant information

#### Training Plan

<b>Mandatory training</b>	<b>Role related training</b>	<b>Person Specific training</b>
GDPR Awareness	Civica system	Annual Employment Law Update
Fire Awareness	Documotive system	
Safeguarding Awareness	Power BI	