



POST: Rents Officer
LOCATION: Gloucestershire
RESPONSIBLE TO: Income & Revenue Co-ordinator
JOB PURPOSE:

To report to and work alongside the Income & Revenue Co-ordinator to ensure efficient and effective rent collection and prevention of arrears.

KEY RESPONSIBILITIES

DELIVERING SERVICE

- Maximising rental income by ensuring housing benefit claims are submitted and followed up in a timely manner.
- Assisting clients to challenge housing benefit decisions and reduce overpayments.
- Proactively advising clients on prevention of rent arrears and creating good payment habits.
- Negotiating and monitoring payment plans, ensuring that up to date records are maintained.
- Maintain regular face to face contact with clients, building relationships and maximising personal contact.
- Plan and prioritise work focussing on clients with high levels of debt. Identifying and reporting issues to managers where necessary.
- Collection of former client debt using various trace methods, external debt collection and attachments to income where required.
- Completing discretionary rent applications with clients when they commence employment and ensuring arrangements are adhered to.
- Liaise with the property team regarding recovery action and compiling required paperwork where necessary.

TEAM WORK

- Participate in team meetings, supervision meeting, training and team development as required
- Work alongside Support Workers and Link Workers to ensure clients receive high quality support that suits their needs.
- To attend meetings with local authorities and stakeholders where required.

HOUSING MANAGEMENT AND QUALITY

- Working with clients to ensure they are able to maintain their tenancy whilst avoiding rent arrears.
- Preparing and updating rent reports and collection statistics to meet the requirement of managers and ELT.
- Assist with the collection of income due from damaged caused by clients to P3 property.

DEVELOPMENT

- Undertake development activities as necessary and appropriate to the role.
- Ensuring knowledge is kept up to date regarding housing benefit and welfare rights as necessary.

DELIVERING EQUALITY

- Foster the equality, diversity and rights of others by ensuring people are respected and valued as individuals.
- Promote the rights and needs of people who use P3 services in the community
- Work within the framework of P3's equality and diversity policy at all times.

OTHER

- Undertake such other duties in accordance with P3 policies and relevant legislation.

All job descriptions are subject to periodic review.

This job description covers the range of duties required. It is P3 policy to, wherever possible, reach agreement on changes, however if this is not possible, P3 reserves the right to change the job description in line with the needs of the organisation.

Rents Officer – HT/EK/02

P3

PERSON SPECIFICATION

RENT OFFICER

	Essential	Desirable
<p>Values Must be able to demonstrate the following values</p> <ul style="list-style-type: none"> • Promotion of equality of opportunity for people who have experienced oppression and disadvantage in their life opportunities. • Recognise and value all aspects of diversity • A commitment to client involvement and empowerment • Able to balance the needs of the client with the needs of P3 in regards to rent collection 	<p>✓</p> <p>✓</p> <p>✓</p>	
<p>Experience</p> <ul style="list-style-type: none"> • Have experience of working with clients of P3 services • Experience of negotiation payment plans • Experience of collecting income 	<p>✓</p> <p>✓</p> <p>✓</p>	
<p>Knowledge and Understanding</p> <ul style="list-style-type: none"> • Must have a sound understanding of the needs of the people who use our services • Knowledge of the benefits system • Knowledge and understanding of housing provision • Knowledge and understanding of external partner agencies 	<p>✓</p> <p>✓</p> <p>✓</p>	
<p>Skills and Abilities</p> <ul style="list-style-type: none"> • Able to work on own initiative • Able to establish and maintain constructive relationships with a wide range of people • Effective negotiation and communication skills • Able to maintain accurate records 	<p>✓</p> <p>✓</p> <p>✓</p>	

<ul style="list-style-type: none"> • Able to proactively plan a complex workload whilst effectively managing priorities 		
<p>Qualifications</p> <ul style="list-style-type: none"> • Must hold a full and current UK driving licence and have access to a vehicle • Evidence of commitment to personal and career development relevant to the post 	<p>✓</p> <p>✓</p>	