



JOB DESCRIPTION

POST: Income & Revenue Coordinator

LOCATION: Selston, Nottinghamshire
(Occasional travel may be involved)

RESPONSIBLE TO: Finance Director

JOB PURPOSE:

To take a lead role in monitoring and reducing the rent debtor for the organisation by providing accurate, quality rental information and building strong relationships with local authorities and internal staff including P3 Housing.

KEY RESPONSIBILITIES

DELIVERING SERVICE

- To provide meaningful rental reporting information within agreed timescales to the Finance Director, including but not limited to:
 - Rental arrears dashboard and RAG reporting schedules
 - Assist in the preparation of board report & presentation
 - Develop rent reporting, identifying improvement through agreed KPI's
- Effectively manage the rent debtor balance by:
 - Lead on effective policy and procedures for rent debtor management
 - Preparation and submission of rental reporting to individual services, working collaboratively with them and local authorities to resolve rent debtor issues
 - Develop strong and effective relationships with key internal and external partners, including Housing Benefit departments
 - Identifying and investigating housing benefit issues from award letters received
 - Rent arrears dashboard
 - Maintain an up to date knowledge of all legislation concerning arrears control
- Manage the rent setting process, including:

- Calculating the revised rents, as required,
- Negotiating and agreeing the increases with the relevant local authorities
- Calculating new rent breakdowns and agreeing same with Housing Benefit teams, registered providers and the rent standard for properties included within P3 Housing
- Completing support exempt status applications for new properties
- Responsible for accuracy of data within the rent system including:
 - Review data input onto the CRIS system or any other system used for rent reporting purposes
 - Ensuring income and client movement data is processed within agreed timescales
- Responsible for accuracy of data within the accounts system including:
 - Review income input onto the accounts system
 - Rent debtor balance sheet reconciliation, including monthly rent related journals
- Conduct regular credit control of invoiced rental income, including:
 - Identify and ensure accurate invoice charged income is raised within agreed timescales
 - Share information with Finance Officers to ensure accurate consolidated credit control
- Manage all changes to Standing Orders and set up new standing orders for all new properties which are added to the portfolios
- Administration of Council tax payments for all properties within the portfolios and ensuring accuracy of the charges
- To be responsible for the preparation of quarterly RSL reports alongside Operation Managers, ensuring that reporting timetables are met.
- Coordinate and present for approval all requests for Discretionary rent payments
- Monitor changes to existing services and introduction of new services, ensuring that all rent related systems are up to date and in place.
- Manage the Rents & Finance Administrator, giving support, training and guidance.
- Assist in Audits, as required

- Contribute to the development of financial systems, policy & practice.
- Receive and send out information, where necessary electronically.
- Respond to incoming correspondence

TEAM WORK

- Be a member of the Finance Team to provide an effective and efficient accounts function.
- Participate, with other staff, in providing a broad range of activities and services.

QUALITY, HEALTH & SAFETY

- Share responsibility for good health and safety practices, including participating in fire drills and risk assessments, and reporting to line-management any matters of concern.
- Undertake all duties in accordance with P3's policies, with particular reference to the Equal Opportunities and Health & Safety policies, and work towards their continuing development and implementation.

INFORMATION

- Share responsibility for the effective use of information systems and procedures regarding finance and staff communications.

DEVELOPMENT

- Undertake the Staff Induction Programme, and assist, as requested, in the induction and training of new staff, students and volunteers.
- Participate in staff meetings, supervision meetings, training, team development sessions and other meetings as required, reporting back to the team as appropriate.

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

OTHER

- Undertake such other duties as may be required from time to time to maintain or enhance P3's services.

- The employee may on occasions, and in necessary circumstances, be called upon to undertake work in other locations in order to ensure P3's obligations to service-users are fulfilled.

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.

Person Specification Income & Revenue Coordinator

	Essential	Desirable
<p>Values Must be able to demonstrate the following values;</p> <ul style="list-style-type: none"> • Recognise and value all aspects of equality and diversity • Understanding of and commitment to the importance of accessing training, learning and development opportunities • Understanding of those who use our services being enabled to have greater opportunities to exercise their rights 	<p>✓</p> <p>✓</p> <p>✓</p>	
<p>Experience</p> <ul style="list-style-type: none"> • Proven experience of dealing with customer enquiries on the telephone. • Proven experience of at least 3 years of working within a busy Finance department, specifically credit control and rent management • Must have experience of rent setting for a Registered Provider and preferably also for a voluntary organisation. • Must have experience of using Microsoft Word & Excel to a more advanced level. • Must have experience in preparing financial reports 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p>Knowledge and Understanding</p> <ul style="list-style-type: none"> • Good level of knowledge and understanding regarding information technology • Good level of knowledge and understanding regarding rental income and benefits system • Excellent understanding and up to date working knowledge of Housing Benefit • Must have a working knowledge of all round accounts procedures in particular month end/year end accounts processes. • Good working knowledge of all aspects Intensive Housing Management 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>
<p>Skills and Abilities</p> <ul style="list-style-type: none"> • Must have ability to and be prepared to use computers for: <ul style="list-style-type: none"> • E Mail • Word Processing • Database 	<p>✓</p>	

<ul style="list-style-type: none"> • PowerPoint • Spread sheets • Excellent telephone skills • Excellent verbal and written communication skills • Ability to communicate effectively with all members and level of staff • Excellent time management and organisational skills • Ability to organise and prioritise own workload • The ability to produce clear, concise and accurate work • Ability to work as part of a team and also use your own initiative 	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	
<p>Qualifications</p> <ul style="list-style-type: none"> • Relevant IT qualification • NVQ Competencies at Level 3 would provide some evidence of competence for the post. • There must be substantial evidence of commitment to personal and career development relevant to the post. • Full UK Drivers Licence 	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	