

Bernicia Group Role Profile

Title: Housing Officer (Income)

Reporting to: Housing Services Manager (Income)

Date: October 2026

Purpose

As a Housing Officer (Income), you'll play a key role in helping customers sustain their tenancies and overcome financial challenges. Through early intervention, proactive case management and a supportive approach, you'll maximise income collection, reduce arrears and make a real difference to customers' lives while protecting the resources needed to invest in homes and communities.

Accountabilities

Operational

Deliver excellent, consistent, and responsive income collection service, which includes:

- Income management
- Tenant involvement, empowerment, and inclusion
- Tenant liaison and support

Deliver income collection services to tenants that are of an excellent standard and accessible to all customers and always provide excellent customer service.

Identify opportunities for service improvements, make recommendation and deliver changes effectively and efficiently.

Participate in new initiatives that will lead to improvement in performance and service delivery.

Support a variety of inclusive and effective customer involvement opportunities.

Provide customers with the opportunity to influence and shape policies, service delivery, standards and scrutinise performance.

Court processes and representation at court hearings.

Management and collection of former tenant arrears.

Overseeing a patch of accounts, which includes face to face visits.

Taking incoming calls from the automated income collection system.

Identify, respond to and appropriately escalate safeguarding concerns, working with colleagues and partner agencies to support customer safety and wellbeing.

Attend evictions where required, ensuring all appropriate interventions have been explored and legal processes are followed in accordance with policy and procedure.

Establish strong working relationships across departments

Encourage a culture of shared accountability, whilst maintaining clear ownership for individual actions.

Corporate

- Comply with all relevant legislation and work within our policies and procedures.
- As appropriate to the role, take ownership of the data in your area and support the achievement of high quality data and data management across Bernicia, by ensuring any data recorded is accurate, reliable and trustworthy.
- Perform your role in accordance with the Bernicia Way and draw to your manager's attention any unsafe working practice/conditions.
- Maintain a safe and healthy working environment, by ensuring all health and safety policies and procedures are fully implemented and consistently applied and carrying out suitable and sufficient risk assessments.

The above list is not exhaustive and your role will certainly change over time reflecting the changing needs and activities of the organisation and our commitment to making best use of technology and improving the way we do things. You must therefore be committed to personal development, adapting to and welcoming change and making continuous improvements in the efficiency and effectiveness of our use of resources.

All colleagues are encouraged to not ignore work at the boundaries of their specific role, by taking "ownership" of any issue with which they become involved, ensuring that all matters are brought to a satisfactory conclusion. This includes identifying any risks involved in the day to day responsibilities of the role and taking action to mitigate those risks.

Essential Skills & Experience

- Good Standard of General Education
- Strong communication and interpersonal skills, with the ability to build positive relationships with customers, colleagues and partner agencies.
- Ability to work independently and use initiative whilst contributing effectively as part of a team.
- Ability to manage conflict and handle challenging conversations in a calm and professional manner.
- Advanced IT skills, particularly with Microsoft packages

Desirable Skills & Experience

- Experience of using housing management systems to manage caseloads, maintain accurate records and monitor performance.
- Experience of using QL, Salesforce and VoiceScape, or similar housing and customer relationship management systems.
- Experience of working with welfare benefits.
- Knowledge of current housing legislation, welfare reform and best practice relating to income management and tenancy sustainment.

Values	
Value	Expectation
Customer Focused	We understand our customers and champion customer focus.
Trusted	We uphold the highest standards of integrity in all our actions, we are personally accountable and deliver what we say we will do.
Respect for People	We respect our tenants and customers and recognise them as individuals. We value our colleagues, encourage their development and reward their performance.
Leadership	We provide strong and transparent leadership, supported by clear decision-making which is evidence-based and outcomes-focused.
Collaborative	We collaborate to help meet the needs of tenants and customers, partners and the wider North East.

