

Bernicia Group Role Profile

Title: Housing Officer (Income)

Reporting to: Housing Services Manager (Income)

Date: April 2025

Purpose

To engage our tenants, ensuring our services not only meet but exceed their expectations. Be responsible for your own innovation and continuous improvement, making a real impact while striving to surpass performance targets by collecting income with empathy.

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 vulnerabilities and collecting with care.

Corporate

- Implement health and safety policies and procedures.
- Complete all mandatory training and stay up to date.
- Comply with all relevant legislation, policy and procedure.
- Contribute to the income team's communication strategy.

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 new technology and continuously improving the way we do things. You must therefore be committed to personal development and to becoming multi-skilled in order that you can adapt to and welcome constant change in the effort to achieve the stated aim of "making continuous improvements in the efficiency and effectiveness of our use of resources".

All colleagues are encouraged not to ignore work at the boundaries of their specific role, but to take "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.

You must perform your duties with full regard to the Bernicia Way and must draw to their manager's attention any unsafe working practice/conditions.

Desirable Skills & Experience

Essential:

- Good Standard of General Education, preferably with relevant professional qualification
- At least 1 years' experience in an income collection setting
- Excellent interpersonal and communication skills, both written and verbal
- Advanced IT skills, particularly with Microsoft packages

Desirable:

- At least 1 years' experience in the Social Housing sector with a comprehensive knowledge and understanding of Housing legislation

Signed by Post holder..... Date

Signed by Manager Date

Values	
Value	Expectation
Customer Focussed	Because we care about our tenants, how we do things is as important to us as what we do. We understand our customers and deliver great customer service.
Teamwork	We work together, across boundaries, to meet the needs of our customers and help the organisation to be successful.
Integrity	We uphold the highest standards of integrity in all of our actions.
Respect for People	We value our people, encourage their development and reward their performance.
Leadership	We provide strong corporate governance and leadership which is outcome focussed.
Accountability	We are personally accountable for delivering on our commitments.

