

JOB PROFILE

Rent Officer Permanent

Location:	Monarch Court, Hackney Wick
Responsible to:	Rent Income Co-Ordinator
Responsible for:	None
Salary:	£26,405 pro rata
Hours:	21 hours per week not including lunch breaks, 3 days per week, on a rota basis Mon-Friday. Days to be arranged with line manager
Annual leave:	28 days pro rate (inclusive of public holidays)
Other Benefits:	Pension scheme, interest free season ticket loan after six months.
Job Purpose:	<p>The post holder will be responsible in supporting their line manager in maximising rental income collection and minimising rental loss by collecting outstanding rent payments from residents and informing them of their rights and changes to benefit entitlements.</p> <p>To establish good relationships with residents, staff and housing benefit teams for both sites. To maintain up to date knowledge of housing welfare benefit legislation including welfare reforms.</p> <p>To provide residents with money and budget advice.</p> <p>To provide advice and support to Housing Workers and Residents with regards to claiming housing related benefits. To give rental advice and ensure rent and rent arrears payments plans are drawn up and carried out.</p>
Job Context:	The housing project provides short term temporary accommodation for 87 single homeless vulnerable young people aged 16 to 25 from a variety of backgrounds. The hostel reception is open 24/7 – 365 days a year.

1. Duties and Responsibilities

To be the main source of benefit advice and support, this will include:

- Ensuring that up to date housing benefit advice is available to Residents and Housing Staff
- Liaise with Housing Staff to provide pro-active support to residents in the management of their rents and related benefits
- Conduct induction meetings with every new resident to establish procedures and expectations with regard to rent payment
- Responding to enquires relating to rent and service charges from residents
- To run the weekly rent charges for Monarch Court as required.
- Paying monthly HB Schedules and ad hoc schedules at Monarch Court and LandAid as required.
- Paying rental income from bank transfers for Monarch Court/LandAid house
- Provide weekly reports to your line manager regarding residents on the status of their rent accounts

Maximise income through the strict control of rent arrears. This will include:

- To lead on stage 1 and 2 of the rent arrears policy and procedure.
- Alerting Housing Staff at the earliest opportunity, for their information and informing your line manager of any arrears for immediate action
- Supporting staff in meetings with Residents to discuss the nature, cause and solution to their rent arrears
- Developing, in liaison with Housing Staff realistic recovery plans with residents in arrears.
- Preparing payment plans ensuring they are in place and are being kept up to date in line with agreement
- Recommending initiatives to abate any worsening of the rent arrears position
- Attend team meetings as required
- Maintain an up to date knowledge of housing benefit legislation

Relationships

- To build and maintain good working relationships with external agencies to benefit the needs of the residents (including advocating and writing letters on their behalf)
- Be part of the Finance Team and work closely with the Housing Team.
- Act at all times as a positive role model in delivering excellent customer care with both internal and external clients
- Develop and maintain constructive relationships with the Housing Benefit Departments of the local authorities with whom the Association works.

2. Other

- To provide cover at any City YMCA, London accommodation for holiday or sickness as required.
- To undertake other duties commensurate with grade and status
- Ensure that the Rent Policy and Procedure is adhered to at all times

3. Scope and limits of authority

- To be responsible for the upkeep of all rent management administration information systems (manual and computerised), in particular AMIS/Inform
- To ban residents who have been evicted for rent arrears.
- To ensure AMIS/Inform is updated with information in regards to banned residents and share information with housing team

General

- Maintain a thorough knowledge and work with all of City YMCA, London's Policies and Procedures (i.e. Code of Conduct, Finance Policies and Procedures, Child Protection and Safeguarding, Health & Safety Policies and Procedures, and act within them at all times
- Ensure that young people are given appropriate opportunities to participate in the work of City YMCA. You may be required to participate in young people's steering groups and forums throughout the year, which may involve working in the evenings or maybe even during the weekend if part of a steering group.

**Person Specification
Rent Officer**

Knowledge and Qualifications	
Educated to NVQ Level 3 in Housing, Youth or Business Studies equivalent	Essential
Knowledge, understanding and awareness of <ul style="list-style-type: none"> • Current Welfare Reforms • Knowledge, understanding and awareness of issues faced by young people • Knowledge of customer services standards and procedures 	Essential
Experience	
Minimum of at least one years' experience working with young people (preferably in a housing setting)	Essential
Experience of working within the housing sector	Essential
Experience of working at the front desk (reception) setting	Desirable
Experience of debt recovery	Essential
Experience of dealing effectively with difficult client groups (including individuals with complex needs)	Essential
Abilities and Skills	
Ability to form supportive relationships with service users always maintaining professional boundaries	Essential
Able to prioritise own workload and work to set targets	Essential
Excellent communication skills with the ability to produce timely and accurate reports in line with deadlines	Essential
Good written and verbal communication skills	Essential
Ability to work as part of a team	Essential
Excellent customer care skills and telephone manner	Essential
Ability to engage positively with residents and external agencies	Essential
A commitment to working in a multicultural environment	Essential
IT proficiency including working with database systems and Word	Essential
Willingness to work flexibly in response to changing organisational requirements	Essential