

Job Description and Person Specification Customer Income Advisor

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Head of HR Services

Document no

Job Description

Directorate Customer and Communities Service	Grade E
Service Income Management and Employability	Job evaluation number A3308
Reports to Customer Income Team Leader	Responsible for N/A

Job purpose and role

- Assist in the provision of an efficient, effective welfare benefit and housing debt recovery service.
- Provide support to customers prior to and during their Universal Credit claim
- Maximise income and reduce debt levels of all current tenants through the promotion of a 'Rent First' culture.
- Increase customer's income, decrease outgoings through early intervention based on needs to help them sustain their tenancy.
- We all uphold and promote the following values through our everyday conduct. Below are our values – our way of life.
 - Considerate
 - Collaborative
 - Ambitious
 - Accountable

Main duties and key result areas

- Maximise perspective and existing customers income and support them to be financially responsible
- Assess perspective customer's financial circumstances to ensure they are able to sustain a tenancy.
- Provide advice on all welfare benefit entitlement and support with applications
- Liaise with colleagues to ensure support is provided for vulnerable customers.

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- Help customers to make their initial claim for Universal Credit and support them to sustain their tenancy by agreeing appropriate strategies to maintain rent payments.
- Using data intelligence lead on and deliver innovative projects to prevent and minimise rent debt
- Take appropriate recovery action within legislation, policies and procedures to minimise rent debt and prepare legal documentation for court proceedings in relation to possession claims.
- Be responsible and accountable for your own caseload ensuring rent debt is recovered quickly and efficiently.
- Attend court hearings in the absence of Team Leaders
- Attend evictions where necessary.
- Making referrals for debt advice, help into work and training.
- Build excellent working relationships (internal/external) to ensure support provided to customers is effective.
- Keep up to date with benefit / debt legislation and changes.
- Respond with a service to meets the needs of the customer
- Maintain accurate case recording and rent account monitoring.

The above is not an exhaustive list of duties required. You will be required to undertake any other reasonable duties in line with the purpose and grading of the role.

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ALL employees are expected to:

- Live the company values so that the highest standards of customer care can be achieved
- Be committed to diversity and inclusion of all, promote value for money, efficient services, so that excellence in all that we do is pursued through continuous improvement
- Contribute to development of and strive to meet departmental, team and individual targets
- Participate in the staff appraisal and development scheme, one to one performance discussions and attend identified training to ensure continuous learning and improvement
- Comply fully with the Code of Conduct, health and safety requirements, legislation, regulations, policies and procedures
- Attend meetings or provide services outside of the usual working hours where reasonably requested to do so
- Promote value for money and continuous improvement within the service area
- Have an overall understanding of the risks and implications associated with the requirements of the role and takes appropriate action to mitigate any potential consequences.

Signed _____ Date _____

Print Name _____

Version No	Revision Date	Reason for Revision
1	January 2019	Amended role for restructure
2	March 2019	Amended following consultation
3	August 2019	Updated company values

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Person specification

Attribute	Detail	Essential or desirable
Skills and abilities	Excellent communication skills including being able to communicate complex information effectively	E
	Able to make decisions, recognise and resolve problems	E
	Able to negotiate with and on behalf of customers	E
	Able to deal with confrontational situations	E
	Able to prioritise and organise caseload to meet deadlines	E
	Able to achieve and exceed targets	E
Knowledge and experience	Knowledge of debt recovery procedures	D
	Knowledge of all welfare benefits	D
	In-depth knowledge of Universal Credit	E
	Knowledge of Choice Based Lettings and housing application process	D
	Experience of working with a wide range of internal and external partners	E
	Experience of providing support to customers in a benefit or money related environment	E
Qualifications	Experience of carrying out benefit calculations	E
	Full driving licence (if you have a disability we will explore reasonable adjustments with you)	E
	Good standard of education (NVQ level 2/GCSE's or equivalent) or relevant exempting experience	E
Personal attributes	Level 3 in Information, Advice and Guidance or a willingness to work towards	E
	Flexible and open to change	E
	Professional and customer orientated approach	E
	Effective team worker	E
	Committed to inclusion, equality and diversity	E
	Aligned to the aims and values of the company	E
	Committed to personal and professional development	E
Proactive and committed to continuous improvement in service delivery	E	
Collaborative approach: one company, one team	E	