



Job Description

Post:	Assistant Rents Officer
Directorate:	Housing
Team:	Rents
Grade:	Scale 5
Responsible to:	Rents Services Manager
Responsible for:	N/A

Purpose of Job

Have responsibility for a caseload of debts from a variety of sources; and use appropriate tools and powers to maximise income.

Work with Rents and Courts Officers to provide objective and effective income recovery action, using available tools to maximise Poplar HARCA's income.

Main Duties and Responsibilities

1. Develop and maintain relationships with colleagues in other teams, statutory and 3rd sector agencies and other stakeholders to minimise debts owed to Poplar HARCA.
2. Have responsibility for casework until resolution and/or closure:
 - attend Court, case conferences, other forums and tribunals
 - ensure appropriate support and advice to, and contact with, tenants;
 - negotiate sustainable repayment agreements;
3. Keep tenants and internal and external interested parties informed about the progress of cases, providing timely and accurate responses to all enquiries.
4. Maintain a good working knowledge of regulatory, statutory, best practice and legal precedent on all aspects of income recovery and welfare benefits.
5. Maximise recovery of all debts, including current arrears, former tenant arrears, parking arrears, rechargeable, sundry and other debts.
6. Meet with, and carry out visits to the homes of, tenants.
7. Provide responses to enquiries from all sources are caring, courteous, professional, quality, respectful, sensitive and timely.
8. Record information accurately, consistently and according to procedures so ensuring up-to-date and accessible records

9. Responsible for preventing and reducing arrears and other debts owed to Poplar HARCA through proactive work with tenants, colleagues and other agencies.
10. Work with colleagues and external agencies, making appropriate referrals and following-up as appropriate.
11. Work with the Rents and Courts Officers to respond to complaints and complex Members' enquiries.

General

- Perform other duties as may be reasonably required by your line manager.
- Conduct yourself in line with Poplar HARCA's policies, procedures, rules and standards.

Person Specification

Post: Assistant Rents Officer

Grade: Scale 5

Team: Rents

Directorate: Housing

All criteria are essential unless stated otherwise.

Requirements	Criteria
1. Education/ Qualifications/ Training	a. GCSE English and Maths; or Comparable/equivalent qualifications; or Comparable/equivalent experience
2. Skills	Can: a. Engage in straight-talking b. Use technology proficiently c. Use written and oral skills to influence, negotiate and persuade d. Work effectively with peers, partners and others
3. Experience	Has: a. Applied legislation, regulatory guidance, policies and procedures b. Delivered in a complex environment c. Managing arrears casework, including attending Court d. Met deadlines in a fast-paced, high-pressure environment e. Worked in a role with a similar level of responsibility
4. Knowledge	How to: a. Apply data protection b. Maintain appropriate systems and procedures c. Present information in an appropriate format to a variety of audiences d. Work in and with diverse communities
5. Key Competencies	a. Putting others first b. Achieving Results c. Open to change d. Informed and informing e. Personal Progress f. Partnership Working g. Problem Solving