

HIGHTOWN HOUSING ASSOCIATION JOB DESCRIPTION

JOB TITLE:	Income Recovery Administrator (Care & Supported Housing)
DEPARTMENT:	Operations
RESPONSIBLE TO:	Senior Income Recovery Officer
RESPONSIBLE FOR:	Not applicable
BASED AT:	Hightown House, Maylands, Hemel Hempstead

JOB CONTEXT

Hightown is a charitable housing association operating principally in Hertfordshire, Bedfordshire and Buckinghamshire. We believe everyone should have a home and the support they need, so our aim is to build new homes and to provide excellent housing and support.

We currently manage over 8,000 homes and employ over 1,000 full and part time staff from our head office in Hemel Hempstead. We have an annual turnover of £120 million and a development programme that will deliver over 400 new affordable homes each year.

Within our care and supported living schemes we work across a diverse range of client groups. These include people with Learning Disabilities (including Autistic Spectrum Disorders), people with Mental Health problems, Young people and adults experiencing Homelessness.

Our aim is to help them develop independent living skills, to be involved in decisions regarding their lives and to participate in their local community.

OVERVIEW

The Income Recovery Administrator (Care and Supported Housing) will be responsible for providing a highly professional customer focused arrears recovery service to Hightown's residents in Care and Supported Housing services.

The duties will include monitoring Care and Supported Housing rent accounts, taking appropriate action to identify and manage rent arrears in accordance with Hightown's procedures, legislation and best practice.

Key Responsibilities

1. To be instrumental in the transfer of Care and Supported Housing rent account management from schemes to the centralised Care and Supported Housing rent team at head office.
2. To monitor Care and Supported Housing rent accounts, identifying accounts in arrears.
3. To liaise with a wide variety of stakeholders, including: Service Users, Support Workers, Service Users' families, Appointees, Care and Supported Housing Staff and external agencies.

4. To ensure rent account flags are in place and up to date to ensure appropriate and effective rent account management.
5. To deal with enquiries about Care and Supported Housing rent accounts and make appropriate contact with Service Users and/or their support worker/advocate where rent accounts are in arrears.
6. To provide efficient comprehensive administrative support to the Income Recovery Officer (Care and Supported Housing Lead).
7. To monitor Care and Supported Housing rent accounts regularly and make sure that clear information in relation to Service User self payment liability, housing benefit and any other payment arrangements are recorded on the appropriate system.
8. To liaise with Housing Benefit departments regarding updates on claims.
9. To ensure that rent arrears recovery action is undertaken in accordance with Hightown's Policies and Procedures.
10. To issue update and warning letters to Service Users and/or their advocate as appropriate and in line with Hightown's procedures.
11. To monitor arrears repayment agreements, taking appropriate action as required.
12. To escalate any arrears cases to the Income Recovery Officer (Care and Supported Housing Lead) for enforcement action as required in line with procedures.
13. To receive and process card payments and set up direct debits.
14. To update the Association's database with data from schedules provided by external agencies such as Housing Benefit and Debt Collection agencies.

General

1. As the workload of the team requires, to provide administrative support to recover general needs debt.
2. To ensure accurate and clear records are kept and documents scanned.
3. To log correspondence and ensure that all responses are sent within target times.
4. To meet the requirements of the Data Protection Act in handling confidential information.
5. To carry out duties outside of office hours when necessary for the delivery of the service.
6. To keep abreast of relevant legislation, regulatory requirements, welfare benefits and best practice.
7. To maintain the appropriate level of skill necessary to carry out the duties of the post.
8. To adhere to Hightown's financial regulations, standing orders, policies and procedures.
9. To be proactive in seeking improvements in the Association's service delivery for the benefit of our service users.
10. To attend and participate in team meetings.
11. To be part of a pool of staff who provide cover for Reception when required.
12. To undertake any other reasonable duties consistent with the responsibilities of the post at the request of the Income Recovery Team Leader, Tenant Services Manager or Director of Operations.

PERSON SPECIFICATION

	Essential	Desirable
Qualifications		
GCSE grade C or above, or equivalent, in Maths and English	√	
Knowledge and Skills		
Understanding of the impact Mental Health, Learning Disabilities and homelessness may have on tenancy sustainment and payment of rent		√
Knowledge of key stakeholders in Care and Supported Housing services		√
Knowledge of Welfare Benefits		√
Skills and Ability		
Computer literate with ability to be self-servicing in letter writing	√	
Numerate and accurate with figures	√	
Good communicator both orally and in writing	√	
Able to use own initiative in dealing with a wide variety of people	√	
Ability to work with individuals who have complex needs and whose behaviour may challenge	√	
Ability to organise own workload effectively with excellent time management and ability to meet targets and deadlines	√	
Experience		
Data processing	√	
Debt recovery	√	
Managing processes and systems	√	
Personal Characteristics		
Commitment to Equal Opportunities	√	
Energetic and resourceful	√	
Commitment to the values of Hightown to put our residents and service users first and deliver excellent levels of service.	√	
Take ownership for resolving problems, demonstrating courage and resilience in dealing with difficult situations.	√	
Work co-operatively with others to get things done, willingly giving help and support to colleagues	√	
Other requirements		
Car owner and qualified driver	√	

Candidates are reminded that the shortlisting process is based on the evidence provided on the application form of the skills demonstrated above.