



Job Description

Post title:	Income Officer - Graduate
Responsible to:	Income Collection Manager
Location:	Memorial House, Coalville, Leicestershire (and home working)
Business Area:	emh homes
Hours:	35hrs per week, 8am – 8pm rota (currently 8am – 6pm)
Prime Function:	Collecting rental income and supporting customers to prioritise their rent, helping them to sustain a successful tenancy; taking appropriate enforcement action where necessary.

This post requires a basic DBS clearance

Principal Duties and Responsibilities:

1. Functional responsibilities

- Deliver income collection performance for a patch, including monitoring debt levels; managing account activity; negotiating affordable payment plans; and providing excellent advice and assistance to our residents.
- Work proactively to prevent debt; identifying trends and issues to make recommendations to support individual needs.
- Problem solve and reach creative solutions whilst maintaining a good customer experience.
- Assist residents to be financially included, including promoting and signposting to support.
- Where appropriate legally escalate possession claims in line with our procedures, including representing emh at court.
- Build and maintain strong links and working relationships with external partners, such as CAB's, Local Authorities, DWP, solicitors, courts etc.
- Keep up to date with legislation and best practice on income recovery, welfare benefits/reform and financial inclusion, providing up to date information to customers and colleagues as required.
- Present information clearly, through a variety of methods, for internal and external meetings; in court; and in other circumstances as required.

2. Customer Service and Team working

- Understand customer circumstances, including maintaining up to date profiling information so that we can tailor services to best meet individual needs.
- Ensure you are accessible to customers and that their enquiries are dealt with efficiently and effectively.
- Build constructive relationships with customers, delivering excellent customer service.



- Resolve customers' expressions of dissatisfaction or complaints at first point of contact, where this is not possible, assist in complaint resolution.
- Provide support and training to team members and other colleagues as necessary.
- Proactively and flexibly work as a member of the wider team, supporting others and responding positively to customer and business needs.