Income Services Negotiator
£15807 - £18746
10 Woodcock Street
Working 36.5 hours per Week

You will be based within the Birmingham City Council Rent Service. Your tasks will include obtaining information, reviewing and assessing customer’s circumstances and making appropriate decisions, accessing and updating information on computer systems using clear and concise language and written communication skills to carry out Rent Service administrative tasks as directed by senior officers.

You must have the ability to work well as part of a team, with evidence of planning and organisational skills in order to allow the delivery of tasks within set deadlines and to effectively prioritise tasks.

Informal enquiries Diane.R.Jones@birmingham.gov.uk

Ref: CSS1402017

Closing date: 7 June 1027

“Right to work in the UK documentation will be fully checked for all applicants. All non UK and non EU applicants are required to apply for a Certificate of Sponsorship from Birmingham City Council and must be approved by the UK Border Agency (UKBA) before any employment offer can be confirmed.”
Job Description

JOB TITLE: Income Services Negotiator
GRADE: GR2
DIVISION: Customer Services Division
SECTION: Rents

POST REQUIRES POLICE / CRIMINAL RECORDS BUREAU CLEARANCE: YES/NO

1.0 JOB PURPOSE

1. To deliver a comprehensive functional multi-channel service to ensure that HRA income collection is maximised for management and maintenance purposes.

2. To assist with the booking and organising to meet customer vulnerable visit requests, system scheduled and campaign visits with customers using the appropriate IT systems and resolve scheduling conflicts inclusive of communication with customers where such conflicts arise.

3. To ensure that all task and duties carried out as part of the internal and/or external service delivery are accordance with appropriate legislation, policy, procedures and service and trade standards and other relevant frameworks.

4. To ensure that in the execution of all task and duties carried out as part of the internal and/or external service delivery to seek to achieve outcomes that change customer behaviours to exhibit the optimum rent customer behaviours, that reduce financial loss and overall management costs to the HRA.

2.0 DUTIES AND RESPONSIBILITIES

5. To carry out tasks and duties as directed by the Income Services Team Leader(s) and/or Income Management Officers in order to maintain service delivery for the Rent Service.

6. To achieve negotiated outcomes from predominantly inbound telephone contact (or other inbound contact, email, letter, etc) that achieve, lump sum payments to clear HRA debts in full, by way of payment arrangements to clear debts in an responsible but timely manner and payment method by direct debt as the default collection method.

7. To achieve negotiated outcome that continually channel shift inbound telephone contact to self-service channels as appropriate to reduce management time and cost and foster optimum rent customer behaviours.

8. To obtain information, review and assess and make appropriate decision, while providing advice and guidance to customers in line with the relevant policies, procedures, legislation, statutory guidance and internal campaign parameter and accurately record such interactions in the appropriate note pad for the enquiry.
9. To be proficient in using multiple computer systems to process or resolve an enquiry while and updating notes and summarising the call discussion and associated actions with the customer while on the telephone to reduce wrap time between calls.

10. To continually carry out task and activities to an excellent standard to meet service demand from customers across all service channels (telephone, visits, online/digital) in line with policies and procedures, legal protocols, statutory governance, performance management frameworks and published service standards to maximise income whilst maintaining the highest principles of integrity in service delivery.

11. To effectively carry and perform income management task and activities to ensure that the functional team of assigned area of work are working to optimum efficiency throughout the working time available in the delivery of income related services.

12. To be proficient in carrying out tasks as part of a comprehensive income management service to meet the requirements of its customers, with specific focus on right first, on time every time approach for income relations and arrears case management.

13. To be proficient in the use of multiple computer systems to process customer service requests, business triggered services requests (i.e. where customer have breached a contractual term, so the business carry out a service on their behalf to resolve the breach).

14. To support the scrutiny of work/tasks carried out in the performance of duties for performance and quality evaluations and to implement any feedback, findings and recommendations from Team Leader and/or the Compliance, Quality and Complaints teams and any other relevant audits in a timely manner to ensure strict adherence with policies and procedures and prevent income loss.

15. To continually promote and perform activities as part of a functional team that lead to outcomes for customers that deliver of financial and digital inclusion and benefit take up to maximise income and reduce management costs within the HRA and wider Council.

16. To participate as appropriate and use induction training, other courses, team meetings and service and/or function team/procedural/campaigns briefings to enhance skills and ensure accurate service delivery and compliance with procedure and business processes.

17. To assist in managing business systems (including logging, distribution and updating outcomes) that answer and respond to multi-channel service/function enquiries from customers, MPs, Councillor’s, general public, press via (internal press office), other council departments, government agencies or other key stakeholders in a timely fashion and/or as well as in accordance with published service standards appropriate to the enquiry.

18. To assist in the promotion of the City Council’s sustainability strategy by carry out working practices and procedures that ensure a sustainable approach to the use of resources and that resources are disposed of in a sustainable way.

**OBSERVANCE OF THE CITY COUNCIL’S EQUAL OPPORTUNITIES POLICY WILL BE REQUIRED**

**3.0 SUPERVISION RECEIVED**

3.1 SUPERVISING OFFICER JOB TITLE: Accountable to Income Services Team Leader/Income Services Management Officers or any other areas of the service commensurate with the grade.
JOB NO:

3.2 LEVEL OF SUPERVISION

1. Regularly supervised with work checked by supervisor.

4.0 SUPERVISION GIVEN - NONE

*Use 1,2 or 3 as in 3.2

5.0 SPECIAL CONDITIONS
## Person Specification

**Post:** Income Service Negotiators  
**Grade:** GR2  
**Division:** Customer Services Division  
**Section:** Rent Service  

### Method of Assessment (M.O.A.)
A.F. = Application Form; I = Interview; T. = Test or Exercise; C. = Certificate; P. = Presentation.

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<th>CRITERIA</th>
<th>ESSENTIAL</th>
<th>M.O.A.</th>
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<tr>
<td><strong>Education/Qualifications</strong></td>
<td>G.C.S.E, Maths and English or equivalent standard</td>
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<td>NB: Full regard must be paid to overseas qualifications.</td>
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<td><strong>Experience</strong></td>
<td>1. Experience of dealing with members of the public</td>
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<td>(Relevant work and other experience)</td>
<td>2. Knowledge of Housing Legislation in the context of income recovery</td>
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<td>3. Experience of working in a customer service and target driven environment</td>
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<td><strong>Skills &amp; Ability</strong></td>
<td>An ability to fulfil all spoken aspects of the role with confidence using the English Language as required by Part 7 of the Immigration Act 2016</td>
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<td>e.g. written communication skills, dealing with the public etc.</td>
<td>To write clearly, grammatically correct, concise/detailed letters and reports for a variety of reasons.</td>
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<td>Planning and organisational skills that will allow you to meet both team/individual deadlines and priorities.</td>
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<td>Good verbal and written communication skills</td>
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<td>Negotiation skills</td>
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<td>To work within set practices and procedures that relate to the defined functional activities delivered in the service area.</td>
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<td>To interrogate input and retrieve information from computer systems.</td>
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<td>The ability to work well within a team.</td>
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<td>To talk and listen to customers, either individually or within a group.</td>
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<td>To understand the nature of the problem or query and decide on the appropriate action to resolve or bring about customer satisfaction.</td>
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<td>An understanding of the differing needs of customers living in the area and the Ability to provide a housing service appropriate to those individual needs.</td>
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<td><strong>Training</strong></td>
<td>To undertake relevant training as required</td>
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<td><strong>Other</strong></td>
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All staff are expected to **understand** and be **committed** to Equal Opportunities in employment and service delivery.