JOB DESCRIPTION

JOB TITLE: Income Services Officer
DIVISION: Customer Services Division

GRADE: GR3
SECTION: Rents Service

POST REQUIRES POLICE / CRIMINAL RECORDS BUREAU CLEARANCE: NO

1.0 JOB PURPOSE

The post holder will take a leading role as part of the Universal Credit pilot team whose aim is to;
- minimise impact on collection rates for the Rent Service as Birmingham moves to full service UC
- Develop and identify the most appropriate methodology for the Rent Service to provide support intervention for tenants who are moving on to Universal Credit

2.0 DUTIES AND RESPONSIBILITIES

2.1 To assist tenants in understanding their responsibility in paying rent when they claim UC and the Housing Cost element

2.2 To check the UC claim is in process and all required proofs of rent have been provided and confirm the expected first payment date of UC

2.3 To signpost tenants to further support, advice and information that is available and make an active referral if this is appropriate

2.4 To agree a suitable payment method, if one is not already in place and agree a repayment arrangement if the tenant is in arrears.

2.5 To liaise with other teams to ensure escalation process is managed effectively

2.6 To deliver support locally as required. This may include home visits, placement at Job Centres, Neighbourhood Offices and other surgeries

2.7 To provide full case management and to be accountable for the tenants journey within the Rent Service.

OBSERVANCE OF THE CITY COUNCIL’S EQUAL OPPORTUNITIES POLICY WILL BE REQUIRED
3.0 SUPERVISION RECEIVED

3.1 SUPERVISING OFFICER JOB TITLE:

JOB NO:

3.2 LEVEL OF SUPERVISION

1. Regularly supervised with work checked by supervisor.

2. Left to work within established guidelines subject to scrutiny by supervisor.

3. Plan own work to ensure the meeting of defined objectives.

4.0 SUPERVISION GIVEN (excludes those who are INDIRECTLY supervised i.e. through others)

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<tr>
<th>POST TITLE</th>
<th>GRADE</th>
<th>NO OF POSTS</th>
<th>LEVEL OF SUPERVISION*</th>
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*Use 1, 2 or 3 as in 3.2

5.0 SPECIAL CONDITIONS
Person Specification

Post: Income Services Officer  Grade: 3
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>&lt;br&gt;NB: Full regard must be paid to overseas qualifications.</td>
<td>• To GCSE standard and/or equivalent qualification</td>
<td>AF</td>
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<td><strong>Experience</strong>&lt;br&gt;(Relevant work and other experience)</td>
<td>• knowledge of Housing Legislation in the context of income recovery&lt;br&gt;• Experience of dealing with members of the public</td>
<td>AF/I&lt;br&gt;AF/I</td>
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<td><strong>Skills &amp; Ability</strong>&lt;br&gt;e.g. written communication skills, dealing with the public etc.</td>
<td>• Planning and organisational skills that will allow you to meet both team/individual deadlines and priorities.&lt;br&gt;• 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&lt;br&gt;• Good verbal and written communication skills&lt;br&gt;• To be able to carry out interviews with tenants&lt;br&gt;• The ability to interrogate input and retrieve information from computer systems.&lt;br&gt;• Report writing skills&lt;br&gt;• The ability to write clear, grammatically correct, and concise letters.&lt;br&gt;• Ability to talk and listen to customers, either individually or within a group. To understand the nature of the problem or query and decide on the appropriate action to resolve or bring about customer satisfaction.</td>
<td>AF/I&lt;br&gt;AF/I/T&lt;br&gt;AF/I&lt;br&gt;AF/I</td>
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<td><strong>Training</strong></td>
<td>To identify training needs and deliver training as appropriate&lt;br&gt;To undertake relevant training</td>
<td>AF/I</td>
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All staff are expected to understand and be committed to Equal Opportunities in employment and service delivery.