



Job Description and Person Specification

Job Title	Rent Account Manager
Job Grade	NCC grade F
Reports to	Rents Operations Manager
Direct Reports	None
Other Resources	Mobile phone, laptop
Role Purpose	To provide an effective and customer focused housing income collection service which includes the maximisation of rental income, visiting and interviewing tenants in arrears to ensure appropriate advice and assistance is given to enable them to pay, the recovery of outstanding arrears (current, former and insurance) and making agreements with tenants to pay outstanding debt arrears.
Key Accountabilities	• To provide detailed advice, support and assistance to customers regarding rent arrears and welfare benefits. • To ensure tenancies are sustained by providing support and advice to vulnerable tenants or those identified with a support need and referral to specialist agencies where appropriate. • Ensure rent accounts and former rent accounts are managed as effectively as possible. • To review all accounts, taking action in accordance with current policy and procedures, including debt advice and repayment agreements. • To ensure that accurate records are maintained of arrears actions, contacts, visits made, and agreements reached. • To Serve NSPs and NOPPITs as required by the Rent Operations Manager and commence possession proceedings where appropriate, monitoring compliance with court orders and attending evictions. • To undertake projects to reduce debts and meet targets in all areas of current and former debt owed. • To work in partnership with internal and external partners such as Housing Benefits, Social Services, and other statutory and voluntary agencies in order to implement solutions to arrears problems. • To take and receive payments from customers • To maintain compliance with policies and procedures and to write and present reports to the Rent Operations Manager



	identifying good practice in housing income management and recommending remedial action where required. • To be innovative in developing and implementing rents service improvements locally and be actively contributing to the Rents Service Improvement Plan, ensuring that local and corporate best practices are absorbed into the rents service. • Undertake home visits to tenants as required. • Administer Insurance and Direct Debit processing for arrears management. • To act as an expert resource for all rent related matters for the Nottingham City Council Housing Services (NCCHS). • To contribute towards the development and implementation of NCCHS' customer involvement strategy. • To monitor and review performance in relation to targets and policies through the collation and analysis of information and production of reports. To implement solutions to improve performance and promote best practice. • To assist in compiling local performance indicators for rent collection and take an active role in individual, team and service development. • To assist the Rents Operations Manager in monitoring the Rent Teams performance, including the writing of management information reports and providing detailed statistical analysis. • When required participate in new initiatives that will lead to an improvement in performance and promote customer empowerment in all aspects of the housing service. • To manage individual performance in order to achieve service area and Company targets. • Support and attend Tenant & Resident Service meetings as required. • To assist with the provision of cover for Rent Account Managers during holiday, sickness and other absences and work peaks, taking over their caseload and achieving targets. To include visiting tenants in their homes, advising on benefit & debt matters, taking payments and taking further action as required. • To champion a continuous improvement culture and assist in the development and introduction of best practice to improve performance in rent arrears management. • To ensure that operational procedures are adhered to.
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	• To represent the Rent Operations Manager as required which may include attendance at NCCHS meetings and meetings with other organisations. • To maintain effective liaison and partnership working with external and internal organisations. • Work closely with partner agencies e.g. Housing Aid, Voluntary Sector, Debt Advice partners to ensure tenancy sustainment and income is maximised. • Work with partner agencies to deliver Weeks of Action. • Ensure that service area complaints are fully investigated and dealt with in accordance with NCCHS Policies and Procedures. • Ensure that elected member and general customer queries are responded to within target timescales. • To promote excellence in the delivery of a customer focused service. • To promote community cohesion recognising that NCCHS serves customers and communities from a wide range of diverse backgrounds. • To contribute to the effective running of the service area through attendance at meetings and training events as required. • To maintain up to date tenant profile information and ensure confidentiality of customer information within Data Protection and any other relevant legislation and guidelines. • To ensure that legal, statutory and any other relevant provision governing or affecting the service area are strictly observed. • Other duties which are broadly consistent with the job description and level of the post. • Demonstrate and promote excellent standards of customer care in the context of NCCHS' Mission, Vision and Values, to uphold the NCC's Equality, Diversity and Inclusion strategy and objectives and to participate in training activities necessary to your post. • Adherence to Standing Orders and Financial Regulations and Health and Safety standards. • Responsible and accountable for promoting and encouraging tenants and leaseholders to be involved as respected partners in influencing, developing and improving services in their local area through the menu of involvement for tenant involvement.
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Created.....

Signed and agreed by the post holder..... date.....

PERSON SPECIFICATION – Rent Account Manager

Requirements	Essential – E /Desirable - D
Experience and knowledge	
• Experience of working in a housing environment and an ability to learn. • Proven ability in the delivery of continuous service improvements within a customer service and/or housing management environment • Experience in rent collection and pursuing rent arrears including a working knowledge of legal procedures related to rent arrears and other debt recovery. • Knowledge of housing benefits and welfare benefits • Thorough working knowledge and understanding of the legal, statutory and any other relevant provision governing housing • Experience of visiting customers in their own home and of lone working • Understanding of financial regulations and company procedures relating to financial matters. • A proven ability to represent the service by developing and maintaining effective liaison and relationships with internal and external representatives and other bodies.	E D E E E E E E
Skills & Abilities	
• Good interpersonal skills and a proven ability to communicate effectively at all levels. • Ability to develop and present written or verbal information in a clear and concise manner. • Able to demonstrate skills to improve services and performance for our tenants and leaseholders. • Proficient in the use of all Microsoft applications (Word, Excel, PowerPoint) and be able to prepare comprehensive written reports, spreadsheets and presentations. • Knowledge and experience of using IT as an analytical and management tool. • Ability to make accurate and timely decisions, often in pressurised situations and to act tactfully and with sensitivity and courtesy at all times. • Ability to undertake home visits with tenants and leaseholders as required • Proven ability to work to a high level of accuracy	E E D E D E E E
Qualifications	
• NVQ Level 3 in Housing Management, or willing to work towards a qualification.	E



• Or a part qualification of the Chartered Institute of Housing.	D
• Demonstration of commitment towards personal professional development	D
Behaviours	
• Demonstrated self-motivation, and able to work with minimum of supervision.	E
• Demonstrated firm but fair approach to managing, customer services and relationships, whilst maintaining a professional attitude.	D
• Demonstrated capacity to effectively organise, use own initiative to prioritise workload to ensure that tasks are completed in an efficient and timely manner.	E
• Ability to work effectively as part of a team	E
• Must be flexible and be prepared to work outside normal office hours, on occasion, according to the needs of the service and willing to work at other office locations as required	E
• Must demonstrate an awareness and understanding of equality issues and a commitment to the implementation of NCC's Equality, Diversity and Inclusion strategy and objectives	E
• Ability to challenge discriminatory attitudes, statements and behaviour	D

Author.....**Date**.....