



Job Description and Person Specification

Job Title	Rent Support Officer
Job Grade	NCC grade F
Reports to	Universal Credit Manager
Direct Reports	None
Other Resources	Company laptop, mobile phone,
Key Accountabilities	<ol style="list-style-type: none"> 1. To provide detailed advice and support to customers regarding rent arrears and welfare benefits. 2. To provide advice and assistance to tenants to help them reduce arrears, ensure their income is maximised, manage their finances effectively and reduce their debt to assist them in sustaining their tenancies. 3. Implement a comprehensive welfare benefits advice and casework service, which includes financial capability and support, to help tenants to sustain their tenancies and improve their quality of life. 4. Offer comprehensive benefits checks, exploring the range of available state entitlements and complete benefit applications; including applications for Discretionary Housing Payments and council tax support. 5. To assist with mandatory reconsiderations and appeals. 6. To keep up to date with the changes relating to Welfare Reform and the benefits system. 7. Liaise with contacts at the DWP to find resolutions for complex, escalated issues which may include safeguarding concerns. 8. Identify eligibility for grants and other one-off support such as food banks, signposting/ referring as appropriate 9. Support tenants to access training/employment. 10. To undertake home visits to tenants as required. 11. Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation 12. To establish effective partnerships and information exchanges with the DWP, the voluntary sector, and advice agencies.

HS1000000044



Nottingham
City Council

Housing
Services

July 2023

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


PERSON SPECIFICATION – Rent Support Officer

Requirements	Essential – E /Desirable - D
Experience and knowledge	
<ul style="list-style-type: none"> Working knowledge and understanding of the legal, statutory and any other relevant provision governing Housing. 	D
<ul style="list-style-type: none"> A knowledge of legal procedures relating to rent arrears and other debt recovery. 	D
<ul style="list-style-type: none"> Experience in rent collection and pursuing rent arrears 	D
<ul style="list-style-type: none"> Recent experience of advising on Universal Credit and legacy benefits and ability to interpret complex information and convey it in a way that is understandable to tenants 	E
<ul style="list-style-type: none"> Effective written and oral communication skills through a variety of channels, including telephone, face to face and in writing. 	E
Skills & Abilities	
<ul style="list-style-type: none"> Good interpersonal skills and a proven ability to communicate effectively at all levels. 	E
<ul style="list-style-type: none"> Ability to develop and present written or verbal information in a clear and concise manner. 	E
<ul style="list-style-type: none"> Proficient in the use of all Microsoft applications (word, excel and power point) 	E
<ul style="list-style-type: none"> Ability to monitor and maintain recording systems and procedures 	E
<ul style="list-style-type: none"> Ability to make accurate and timely decisions, often in pressurised situations and to act tactfully and with sensitivity and courtesy at all times. 	E
<ul style="list-style-type: none"> Be an active member of the wider team, supporting colleagues in a collaborative way and to promote best practice across the team 	E
<ul style="list-style-type: none"> Proven ability to work to a high level of accuracy. 	E
<ul style="list-style-type: none"> Self-motivation and ability to work with a minimum of supervision. 	E
<ul style="list-style-type: none"> Ability to effectively organise and use initiative to prioritise workload to ensure that tasks are completed in an efficient and timely manner. 	E
<ul style="list-style-type: none"> Able to demonstrate a firm but fair approach to managing customer services and relationships whilst maintaining a professional attitude. 	D
<ul style="list-style-type: none"> A proven ability to represent the service by developing and maintaining effective liaison and external relationships with internal and external representatives and other bodies. 	D



Qualifications	
<ul style="list-style-type: none"> NVQ level 3 in Housing Management 	D
<ul style="list-style-type: none"> Part qualification Chartered Institute of Housing 	D
Behaviours	
<ul style="list-style-type: none"> Ability to work cooperatively with colleagues and encourage good teamwork, clear lines of communication and common practices within the team 	E
<ul style="list-style-type: none"> Must be flexible and prepared to work outside normal office hours, on occasion according to the needs of the service and to work at other office locations as required. 	E
<ul style="list-style-type: none"> 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
<ul style="list-style-type: none"> Ability to challenge discriminatory behaviour attitudes, statements and behaviour. 	E
<ul style="list-style-type: none"> Work in a multi-disciplinary manner to ensure positive outcomes are achieved for Nottingham citizens 	E