



ROLE DESCRIPTION

Role title	Housing Rent Recovery Case Manager
Directorate	Housing and Communities
Reporting to	Rent Recovery Manager
Grade	14
Evaluation ref	SCG1430
Role Purpose	
<p>Responsible for the recovery of rent arrears owed to the organisation by its Housing Tenants.</p> <p>The team manages more than 5600 Council tenants, and each post holder is solely responsible for an area which will have a minimum of 1,100 properties.</p>	
Key Results Area	Accountability
Corporate Responsibilities	<p>Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.</p>
Operational Service Delivery	<p>Ensure rent owed to the Council is collected in line with the Councils rent recovery process and court pre action protocol.</p> <p>Monitor accounts to ensure payments are being made, engaging with tenants whose accounts are in arrears and taking action to arrange payment plans and advise on relevant benefits the tenant is entitled to.</p> <p>Assist tenants to make benefit applications and claims for grant funding, making referrals to any relevant support agencies for further financial advice around other debts.</p> <p>Complete financial statements to assist making affordable payment plans and arrange Direct Debit payments.</p> <p>Responsible for escalating cases to the Courts when rent has not been paid. Preparation of all evidence for hearings, attending the hearing and presenting the case to the County Court Judge. Instructing Barristers where their representation is being sought.</p> <p>Following court, responsible for ensuring payments are made in line with the court order. Where orders are breached, responsible for applying</p>

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	back to court for a warrant to evict the tenant, attending and coordinating the eviction alongside the County Court Bailiff and Avon and Somerset Police where appropriate.
Coordination	Managing the collection of rent owed to the Council is vital for the organisations financial position. Acute
Performance Framework	Manage the arrears target, ensuring improvement ideas are actively considered.
Stakeholder Engagement	Engage with a variety of support agencies, including, but not limited to Citizen Advice, Village Agents, Debt Management Companies, Department of Work and Pensions, Universal Credit, and the Pension Service. Liaise and work collaboratively with the wider Housing Teams and other teams within Somerset Council including Sheltered Housing Team, General Needs Housing Team, Revenues and Benefits Team, Letting Teams etc
Regulation / Statutory compliance	Somerset Council's housing is regulated by the Regulator of Social Housing who ensure all their registered providers deliver and maintain homes of appropriate quality that meet a range of needs. Social housing is highly regulated and the postholder will need to ensure all their activities are statutory and regulatory compliant. For example: Housing Act 1985- Ground one of schedule 2 and Court Pre action protocol. Regulator Standards – Tenancy, Home, Transparency, influence and accountability, Safety and quality, Neighbourhood and Community; 1985 Housing Act.

Qualification/Knowledge/Experience/Skills

Qualifications

Essential

Minimum of 5 GCSEs at grades A to C/4 or above (including English and Maths)

Desirable

NVQ Level 4 or equivalent, or significant relevant experience within housing; local authority or registered provider

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Knowledge

Essential

Experience in the use of Microsoft Office and a range of internal software applications for example, Open Housing System, Homefinder Somerset CBL system or similar Housing programmes.

Understands current legislation for Housing and Rent Recovery.

Knowledge of different services across Somerset Council, for example, children's services, adult social care, community mental health.

Knowledge of Housing Legislation (Housing Act 1985)

Desirable

Experience of working with elected members or in a political environment.

Ability to prioritise and manage own workload and have a flexible approach to deadlines.

Experience of triaging enquires and signposting customers where appropriate.

Experience

Essential

Experience of dealing with the public and vulnerable customers.

Desirable

Experience in rent recovery.

Experience and knowledge in all aspects of social housing rent recovery.

Skills

Essential

Good customer service, administrative and communication skills.

Ability to deal inventively and sensitively with a wide range of people in varying circumstances.

Able to build successful working relationships with a range on internal and external stakeholders.

Encourage self-serve and adopting a coaching style to support customers.

Desirable

High degree of problem solving and decision making.

Able to identify opportunities for further enabling and self-serve.

Understand when to consult with others, including specialists.

Ability to establish and manage realistic customer expectations.

Ability to maintain accurate detailed and timely case notes and other evidence-based records.

Ability to work as part of a team, be flexible, use initiative and work with limited supervision.

Understands the principles of data protection.

Dimensions of Role

Somerset Council's housing team manages 5600 social rented homes. Working within the Rent Recovering Team the post holder will be responsible for the rent accounts of approximately 1,100 Council Housing tenants and their families.

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The key objectives are to ensure that rent due to the Council is received on time, to ensure that the organisation can manage its financial position as landlord.

The recommendations and/or decisions of the postholder can lead to significant financial savings for council services and or partner agencies. There can also be significant, long term, social gains or losses affecting the same in terms of mental health and wellbeing, education, and employment prospects.

The work of the postholder is subject to constant interruptions from tenants seeking to gain priority for their own issue.

Notes

Competencies / attributes

Somerset Council has developed an attributes framework which will be a key component of the role; this can be found on the Council's website.

Working conditions:

Dynamic working with regular travel to tenant's homes across the district. Conditions can sometimes be unkempt requiring the appropriate protective clothing to be worn.

The role requires a Basic Disclosure and Barring Service check to check for convictions and cautions that are unspent under the terms of the Rehabilitation of Offenders Act 1974.

Working arrangements:

The postholder will mainly carry out their duties and responsibilities during normal office working hours. Occasional evening and weekend work may be required.