

JOB DESCRIPTION

Job Title	HRA Income & Statutory Compliance Officer		
Directorate	HRA		
Reporting to	HRA Business Function Manager		
Grade	12		
Evaluation ref:	TR0259	Job Family ref:	
Role purpose			
<p>To deliver a high-quality, customer-focused income and payments service that ensures accurate rent calculation, account management and timely financial transactions. Deliver annual project to uprate rent and service charges to all tenants with written notice within statutory timescales. This role is key to the financial wellbeing of tenants and the operational efficiency and strength of the Housing Revenue Account (HRA).</p>			
Accountabilities			
<ul style="list-style-type: none"> • Monitor and maintain tenant rent accounts, ensuring accuracy and timely payments. • Collect rental income via direct debit for 5,600 council-owned properties; manage BACs reports and resolve payment issues. • Calculate and apply rent changes due to (for example) benefit updates, Universal Credit, debt repayments, or property changes. • Process refunds and liaise with Finance as needed. • Calculate rent charges for relet properties, applying target rent and rent flex (including waivers) where applicable. • Support the annual rent and service charge increase project. • Lead on the preparation and distribution of rent increase letters for all tenants in line with statutory requirements. • Coordinate with IT, Finance, Revenues & Benefits and external printers to ensure accurate collation of final figures in a timely manner. • Work with Heads of Service to facilitate Director, Portfolio Holder, Scrutiny and Full Council agreement of final figures. • Provide excellent customer service to tenants, leaseholders, and internal teams. • Ensure compliance with data protection legislation and equality standards. • Accurately set up new or re-entering HRA properties in the housing management system. • Calculate and apply rent changes required due to property structural changes (including extensions or adaptations). • Liaise with Council Tax team to validate charges and enable fund transfers. 			

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- Create write-off journals for court costs and debt recovery.
- Manage bank details securely for suppliers and tenants.
- Support audits and year-end processes with timely and accurate documentation, ensuring compliance with relevant legislation.
- Identify and implement service improvements and digital enablement opportunities.
- Develop tools and guidance to support team consistency and knowledge sharing.
- Collaborate with housing officers, finance teams, and external partners.

Knowledge / Experience / Skills

	Essential	Desirable
Knowledge		
Knowledge of the social housing rent standard and our legal duties	X	
Knowledge of finance systems and housing systems		X
Ability to work with minimal supervision, possess effective workload and time management skills.	X	
Good understanding of data protection procedures and the need for accurate record keeping and data quality	X	
Experience		
Experience of income collection, rent account management or debt recovery, preferably in social housing or a similar environment	X	
Experience with year-end accounting processes		X
Experience of working in a fast paced operational environment, delivering an exceptional standard of customer focused service delivery	X	
High level of IT literacy, especially Microsoft Excel	X	
Experience of project management		X
Familiarity with working with vulnerable residents		X
Qualifications / Registrations / Certifications		
Educated to A Level standard or possess an equivalent level 3 qualification in business/finance administration or similar	X	
Chartered Institute of Housing (CIH) Level 3 (or a willingness to work towards)		X

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Educated to GCSE level 4 and above or equivalent in Mathematics and English	X	
Skills		
Strong literacy and numeracy skills to be able to undertake accurate calculations and produce specialist documentation to a high standard	X	
Strong organisational and analytical skills	X	
Clear communication skills. The ability to explain complex issues to audiences in an accessible way.	X	
Team player with the ability to work independently.	X	
Understand customer services values, equality, diversity, and inclusion.	X	
Ability to speak fluent English as stated in Part 7 of the Immigration Act (2016)	X	
Working Conditions		
Flexible working by agreement with the willingness to travel to Taunton or Wellington as required.		
Dimensions of the role		
Working Arrangements		
Somerset Council's dynamic Working Strategy will be applied to this position		
Corporate Accountabilities		
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.		

Date: