

**BRISTOL CITY COUNCIL****JOB DESCRIPTION**

<b>Job title:</b>	Senior Income Officer (HRA)
<b>Bristol grade:</b>	BG9
<b>Managed by:</b>	Team Leader – Income (HRA)
<b>Responsible for:</b>	No direct reports
<b>Directorate:</b>	Growth and Regeneration
<b>Service area:</b>	Housing Revenue - Income Service

**Purpose of the job**

To provide a high-quality Income Management Service and be responsible for the arrears management and income collection of a specified caseload and area of the city.

Responsible for maximising rental and service charge income, giving appropriate advice and guidance to Bristol City Council residents in respect of rent, other tenancy charges and arrears.

**Key job outcomes/accountabilities**

- Responsible for monitoring and managing a caseload of current rent, service charge and asset accounts.
- Take a proactive approach to recover and prevent rent arrears through the management of individual rent arrears cases.
- Decision making regarding cases requiring escalation and/or legal action.
- Engage with residents in order to negotiate and sustain payment arrangements through a variety of communication methods - contact will include home visits and working outside of core hours where necessary.
- Provide advice to residents in respect of rent arrears, welfare benefits, budgeting and money management. Liaising with colleagues, services and external organisations as appropriate.
- Maintain good quality data and housekeeping to ensure that accurate data is captured.

### **Key job outcomes/accountabilities**

- To travel around the city to visit residents, services and sites as required.
- To monitor own workload; provide support to other colleagues in dealing with rent and arrears management issues. To ensure a consistent, high quality service delivery to residents.

This job description sets out the key outcomes required. It does not specify in detail the activities required to achieve these outcomes.

### **General Accountabilities**

- A. So far as is reasonably practicable, the post holder must ensure that safe working practices are adopted by employees and in premises/work areas for which the post holder is responsible to maintain a safe working environment for employees and service users. These are defined in the Corporate Health, Safety and Welfare Policy, departmental policies and codes of practice.
- B. Work in compliance with the Codes of Conduct, Regulations and policies of the City Council.
- C. To model and promote good equalities practice and value diversity across the service.
- D. Ensure that output and quality of work is of a high standard and complies with current legislation/standards.
- E. Ensure that all mandatory training is undertaken as required e.g. – Bristol City Council's Induction, Health and Safety, Equalities, Safeguarding Children and Safeguarding Adults. Please note - this is not a comprehensive list.