

## **A typical day in the Life of a Senior Income Officer**

**A lot of people assume that a job in Income is just about collecting debts but that is only a small part of the role.**

### **The Morning**

**Every day can be different depending on the work I have to complete and whether I am based at home, in the office or out on site. I typically start my day at 8:30am but this can vary as with flexi time I can start as late as 10am. I usually start by checking emails and actioning any call back requests that have come through. I also check my calendar for diarised items and meetings that I may need to attend. Today, I am working from home which is where I am based for the majority of the time. I will be working through the cases on my patch and taking any necessary actions. When speaking to a tenant in arrears, the aim is to identify any blockers to making payments which can include financial hardship, loss of work or a change in the household. Once I have established the circumstances I might signpost to a variety of support agencies, set an affordable repayment plan, or give the resident some actions e.g., apply for Universal Credit or seek debt advice.**

### **Lunch**

**I can choose to take anytime between 11.30 and 2pm and can take between 30 minutes and two hours**

### **The Afternoon**

**I will be visiting some tenants on my patch who are not engaging with me to try to resolve their rent arrears. I am going out on visits with a colleague who has booked a company pool car but can also go out alone or on foot. I usually find that not many residents will answer the door but they almost all respond to the calling card I post through the letterbox.**

**Following the visits, I will travel home and type up my notes. For those who are not paying or engaging with me despite my varied attempts at contact, I may have to begin considering legal action. This is always a last resort though and I will be supported by my manager in making this decision.**

**Once I have typed up my notes for the day it is 5pm. Because I have worked 30 minutes extra today, I can claim this as flexi and put the time towards a day off in the future.**