

Our Vacancies

Rents Officer

Directorate: Responsible to:

Housing Rents Services Manager

Team: Responsible for:

Rents N/A

Grade: **SO1**

Purpose of Job

Increase residents' satisfaction with Poplar HARCA through effective and objective recovery of rent and former tenant arrears, sundry debts and other debt.

With the Rents Services Manager, use appropriate tools, powers and resources to maximise income.

Main Duties and Responsibilities

- 1. Collate and report statistical information as required.
- 2. Ensure effective information management, including maintaining up-to-date case records and sharing information in accordance with agreed protocols.
- 3. Identify vulnerable and at risk residents and ensure that they are provided with appropriate support and advice.
- 4. Maintain effective liaison with colleagues and external agencies, making appropriate referrals.
- 5. Maintain expert knowledge of regulatory, statutory, best practice and legal precedent on all aspects of income recovery and welfare benefits; and provide advice and support to colleagues and others.
- 6. Manage casework, leading on all aspects until resolution and/or closure:
- ensure appropriate support and advice to and contact with tenants;
- negotiate sustainable repayment agreements;
- prepare for, progress to and represent Poplar HARCA at Court or other forums or tribunals
- 7. Maximise recovery of former tenant, parking, sundry and other debts, including from partner organisations occupying Poplar HARCA properties.
- 8. Proactively identify and recommend service improvements.
- 9. Record information accurately, consistently and according to procedures so ensuring up-to-date and accessible records
- 10. Represent Poplar HARCA at case conferences, consultation meetings, resident meetings and governance forums.
- 11. Respond to enquiries from whatever source.
- 12. Responsible for preventing and reducing arrears and other debts owed to Poplar HARCA through proactive work with tenants, colleagues and other agencies. Keep them informed about the progress of cases, providing timely and accurate responses to all enquiries.

13. Work outside usual office hours as required and manage TOIL to ensure service provision is maintained

General

- Perform other duties as may be reasonably required by your line manager.
- Conduct yourself in line with Poplar HARCA's policies, procedures, rules and standards.
- Undertake out of hours work.

Person Specification

All criteria are essential unless stated otherwise.

Requirements	Criteria	
Education/ Qualifications/ Training	a. GCSE English and Maths; or b. Comparable/equivalent qualifications; or c. Comparable/equivalent experience	
Skills	Can: a. Engage in straight-talking b. Facilitate meetings, groups and forums c. Improve performance d. Use technology proficiently e. Use written and oral skills to influence, negotiate and persuade f. Work effectively with peers, partners and others	
Experience	Has: a. Applied legislation, regulatory guidance, policies and procedures b. Delivered in a complex environment c. Managing arrears casework, including representing cases in Court d. Met deadlines in a fast-paced, high-pressure environment e. Worked in a role with a similar level of responsibility	
Knowledge	How to: a. Apply relevant legislation, regulation, best practice and legal precedents b. Apply data protection c. Maintain appropriate systems and procedures d. Present information in an appropriate format to a variety of audiences e. Work in and with diverse communities	

1.7	_		
$K \triangle V$	Com	natar	PAIN
1100	\sim		

- a. Putting others first
- b. Achieving Results
- c. Open to change
- d. Informed and informing
- e. Personal Progress
- f. Partnership Working
- g. Problem Solving

© Poplar Housing and Regeneration Community Association Limited. A Charity and Registered Society 7726. Registered Provider L4170

