



WEST LANCASHIRE BOROUGH COUNCIL

JOB DESCRIPTION

Directorate:	Housing and Inclusion Services
Service:	Housing Operations
Section:	Income Management and Financial Inclusion Services
Job Title:	Income Management Assistant
Grade:	Scale 4
Designated Line Manager:	Senior Income Recovery Officer
Directly Responsible for:	N/A
Car Categorisation of Post:	None
Purpose of Job: <ul style="list-style-type: none">To work as part of a specialist team to provide a high quality responsive rent recovery and income management service;To deliver a proactive and professional service and work with the Income Management Officers, Financial Inclusion Officer and Money Advisors to support tenants through the welfare reform changes (where required, signposting tenants to other support agencies to maximise income and minimise debt).	
Core tasks: <ol style="list-style-type: none">On a daily basis; monitor, initiate, and carry out rent arrears recovery in accordance with policy and as directed by the Senior Income Recovery Officer;Make payment arrangements with customers to discharge their debts and monitor that the arrangements are adhered to;Deal with enquiries from tenants regarding their rent accounts and instigate appropriate action, including referrals and signposting to other relevant support agencies;Keep accurate records of recovery actions and activities including updating of QL and any IT systems and paper records concerning the account, payment methods and contact details;Provide rent account information and reference requests to other Council services and outside agencies where authority is held;Prepare overpayment and write off schedules for approval by the Service Manager;Assist the Senior Income Recovery Officer in the processing of direct debit payments, standing orders and taking payments when required;Deal with customer enquiries, taking payments, providing advice on payment methods, balances and referring to Money Advisors when required;	

9. Ensure that those affected by welfare reforms and changes to income are provided with advice on services and referred to the Financial Inclusion Officer or Money Advisors;
10. Assist with the monitoring of accounts where tenants are affected by room subsidy charges, LHA or any other welfare reforms and actively contact to discuss payment plans;
11. Assist those who need to relocate discussing alternatives and rehousing options; actively looking to submit and refer for discretionary housing payments where necessary;
12. Assist with the monitoring of accounts where tenants are in receipt of Universal Credit to ensure that payment methods and agreements are in place; checking for first payments and that payment dates are accurately recorded and amended when required;
13. To provide general administrative and clerical support to the team including answering telephones, filing and photocopying, acting as a channel of communication for the office, keeping records up to date and actively participating in the smooth running of the team.

Customer Care: To meet the Council's Standards of Customer Care at all times.

Core Tasks: To undertake any other duties which may be required within the needs of the service that are commensurate with the grade.

Equal Opportunities: The Council is committed to achieving equality of opportunity both in the delivery of services to the community and its employment arrangements. We expect all employees to understand and promote our policies in their work.

Health & Safety: All employees have a responsibility for their own health & safety and that of others while undertaking their duties. Employees have a general duty to assist the Council in implementing its general statement on health & safety policy.

Legislation: To comply with Data Protection legislation and all other relevant and applicable statutory legislation together with Council policies and procedures

Training & Development: To comply with the Council's policies and practices relating to training and development, including a regular development appraisal.

The above duties and responsibilities do not include or define all tasks, which may be required to be undertaken by the post holder. The duties and responsibilities may vary without changing the general character of the duties or the level of responsibility entailed. These factors are reflected in the grading of the post.

Prepared by:	Jane Maguire	Date:	April 2019
Approved by:	Leigh McFarlane	Date:	April 2019