

Rent Accounting Officer

Final

Date: 22nd December 2016



POST: Rent Accounting Officer

SERVICE: Housing & Community Services

SECTION: Business Support Services

BAND: Band 5

REPORTS TO: Business Support Manager

RESPONSIBLE FOR: N/A

TYPE: 1) Hot desking or Agile/Mobile Working
1a) Hot desking in Basildon Centre
1b) Hot desking, any Basildon site with secure network.

All Council posts are subject to National Joint Council (NJC) conditions of service.

Basildon Borough Council is committed to safeguarding and promoting the welfare of children and adults, and expects all employees, contractors and volunteers to share its commitment to prevent abuse, harm or exploitation.

Please note that the Council applies a robust recruitment vetting process.

MAIN PURPOSE

To manage the rent account process and to provide a high quality rent account service.

To manage the Former Tenant Arrears recovery process from start to finish, maximising income and reducing loss of Housing Revenue, in line with Rent Collection Policy and Procedures.

GENERAL INFORMATION

This post will be part of the Business Support Team in Housing and Community Services. You will collaborate closely with both the Housing Rent Team and Revenues & Benefit Departments to deliver the Rent Accounting and Former Tenant functions in line with policies and procedures, ensuring customer accounts are accurate and up to date.

DUTIES

1. Responsible for calculating, carrying out rental debit/credit adjustments, inputting allowances and charges on Civica Housing to meet Service Standards and in a timely manner.
2. Responsible for auditing rent accounts at termination to check Housing Benefit is paid for correct period and liaise with Housing Benefit to resolve any discrepancies.
3. To build effective relationships with the relevant service areas, Debt Recovery Agents and other external agencies to assist in resolving Rent Account and Former Tenant queries, including contacting tenants as required.
4. To effectively manage the Direct Debit process, including the processing of Direct Debit agreements on Rent Accounts and to resolve any queries relating to bank account collection and calculation of monthly instalments.
5. Process customer refunds of credit account balances following internal checks and in line with strict audit regulations.
6. To monitor rent accounts in credit on a monthly basis, in line with Rent Collection Policy and procedures.
7. Maintain and review Rent Accounting and Former Tenant procedures to ensure that they are up to date and reviewed regularly, meeting targets and deadlines in line with Council protocols.
8. To ensure that a high level of knowledge and understanding of legislation affecting the Rent Accounting and Former Tenant functions is maintained and to advise colleagues of any changes.
9. To action end of year reconciliation of all rent accounts, in line with financial regulations.
10. Manage the Former Tenant Arrears Recovery process from start to finish, maximising income and reducing loss of Housing Revenue, in line with the rent collection Policy and Procedures.
11. Manage contact with tenants facing eviction prior to eviction date to notify them of former tenant arrear obligation.
12. To liaise with the Debt Recovery agency and other external agencies to ensure that an effective procedure is carried out.
13. To undertake various debtor tracing techniques using a variety of Internal and External systems and methods – i.e. Experian and Equifax
14. Undertake regular 'Market testing' of licenced Debt Recovery Agencies, to maximise collection of outstanding debts owed to the Council.

15. To action cases for legal action and represent the Council in Court. To prepare cases for write off in line with the Council's Financial Regulations.
16. To maintain a high level of knowledge and understanding of legislation and best practice affecting the Rent Accounting and Former Tenant processes and to advise colleagues of any changes.
17. To utilise IT and financial management systems to full potential, with regards to Rent Accounting functions and Former Tenant arrears collection. To manage performance and analyse trends for audit and Service Improvement purposes.
18. Undertake all the duties within the framework of Equal Opportunities.
19. Any other duties appropriate to the post: These other duties must be equivalent to or below the salary and status of the role and, where appropriate, under the Equality Act 2010, due consideration must be given to any employees with a "protected characteristic".
20. You must cooperate in all matters relating to Health and Safety and implement all procedures for your job role. The identification of Health and Safety related risks within the working environment must be highlighted to your management.

PERSON SPECIFICATION

Position Title:	Rent Accounting Officer	Date Prepared:	22 December 2016
Department:	Business Support Services (Housing)	Band:	5

AF= Application Form	I = Interview	T= Test
-----------------------------	----------------------	----------------

	REQUIREMENTS	Essential	Desirable	Assessed
1.	EXPERIENCE AND KNOWLEDGE			
1.1	Demonstrable experience of working in a rent accounting environment.	✓		AF/I/T
1.2	Experience of successfully delivering a high quality customer service	✓		AF/I/T
1.3	Excellent Numeracy and IT skills.	✓		AF/I/T
1.4	An ability to work as part of a generic team.	✓		AF/I/T
1.5	A minimum of 2 years' experience in working in a Housing related environment.	✓		AF/I/T
1.6	Experience of working with various IT systems.		✓	AF/I/T
1.7	Experience of debt recovery functions, debtor tracing techniques and payment negotiation.		✓	AF/I/T
1.8	Experience of preparing cases for legal action and representing the Council at Court.	✓		
2.	COMPETENCIES			
4.3	ANALYSING a) Analyses numerical data, verbal data and all other sources of information	✓		AF/I/T

	REQUIREMENTS	Essential	Desirable	Assessed
	<ul style="list-style-type: none"> b) Breaks information into component parts, patterns and relationships c) Probes for further information or greater understanding of a problem d) Makes rational judgements from the available information and analysis e) Produces workable solutions to a range of problems f) Demonstrates an understanding of how one issue may be a part of a much larger system 			
6.2	<p>DELIVERY RESULTS AND MEETING CUSTOMER EXPECTATIONS</p> <ul style="list-style-type: none"> a) Focuses on customer needs and satisfaction b) Sets high standards for quality and quantity c) Monitors and maintains quality and productivity d) Works in a systematic, methodical and orderly way e) Consistently achieves project goals 	✓		AF/I/T
6.3	<p>FOLLOWING INSTRUCTIONS AND PROCEDURES</p> <ul style="list-style-type: none"> a) Appropriately follows instructions from others without unnecessarily challenging authority b) Follows procedures and policies c) Keeps to schedules d) Arrives punctually for work and meetings e) Demonstrates commitment to the organisation f) Complies with legal obligations and safety requirement of the role 	✓		AF/I/T
7.1	<p>ADAPTING AND RESPONDING TO CHANGE</p> <ul style="list-style-type: none"> a) Adapts to changing circumstances b) Accepts new ideas and change initiatives c) Adapts interpersonal style to suit different people or situations d) Shows respect and sensitivity towards cultural and religious differences e) Deals with ambiguity, making positive use of the opportunities it presents 	✓		AF/I/T
7.2	<p>COPING WITH PRESSURES AND SETBACKS</p> <ul style="list-style-type: none"> a) Works productively in a high pressure environment b) Keeps emotions under control during difficult situations c) Balances the demands of work life and personal life 	✓		AF/I/T

	REQUIREMENTS	Essential	Desirable	Assessed
	d) Maintains a positive outlook at work e) Handles criticism well and learns from it			
3.	EDUCATION AND TRAINING			
3	To be educated to GCSE Maths and English A-C or equivalent	✓		AF/I