

Temporary

Income Officer (East)

This Role Profile will give you a broad perspective of the role.

This isn't a 'to-do' or task list, but instead gives an outline of what needs to be accomplished in the role, as well as the skills and qualities you'll need in order to be successful.

The salary grade is Band E: currently £26,189 to £31,938 pa. Those newly appointed are expected to start at £26,189.

With successful performance you will work towards 100% salary which is currently £31,938. Please note that on 1st April 2021, Loreburn introduced a new pay-range model. This means that there is earning potential up to £38,325 pro-rata, dependent on sustained performance over time and delivery of our GREAT Values.

This temporary position is 35 hours per week and is home-based until the 31st March 2021. You'll be reporting to the Community Team Manager (East).



The Opportunity

At Loreburn we like to think big, but it's also the little things that make us special as a values-led community-based housing association. As an Income Officer you can certainly make a difference – supporting our customers to maximise their income and meet their rental obligations and in turn, contributing to the organisation's wider objectives. The restructure of our Housing Services Directorate is leading us through a significant period of change to reach even further into the heart of our communities, delivering services that are important to our customers, and at times and in ways that suit them. Your specialist knowledge and the support you'll provide to customers and co-workers will play an important part. This is a great opportunity to be part of developing the service, driving forward our aims and contributing to our success.

Our recent decision to move to a home working model means your location is not as important to Loreburn as it is getting the right person – and, of course, for you to be in the right role. Though this role is largely desk based, there will be times that you'll need to travel to visit customers. On the other hand, you'll not need to spend time commuting every day. Although you'll be working remotely, you'll still have lots of contacts – from your team, customers and the range of partners and agencies. Our company catch up days will ensure you always feel part of Loreburn and, as you already know from our recent experiences, your team are only ever a Microsoft Teams call away! And there'll be other ways for us to connect – socially as well as a business – for us to feel together as a team. We're still developing our new ways of remote working to ensure we have effective systems and technologies in place to help us do our jobs effectively and in the most efficient ways. You'll have an important part to play in working this out over the next few months.

Our trust based flexible working means that although you're expected to provide a responsive service that meets the requirements of the organisation and our customers, it's a two-way street and we're open to you working flexibly, so you never have to miss those important events in life.

The Job

As an Income Officer, you'll be responsible for maximising income collection for the organisation, working to balance this with tenancy sustainment. You'll be identifying and implementing actions to collect rents, service charges and other debts through prevention, early intervention and progressing recovery procedures.

Together with your Neighbourhood Officers and Customer and Business Support colleagues in your Community Team you'll collaborate and work within our 'Guiding Principles' to achieve positive outcomes for our customer and communities. You'll be managing your functions in a defined area and there's nothing to stop you venturing beyond your immediate scope of responsibility to take a lead on wider organisational priorities too, so there'll be lots of variety in what you do.

You'll need to genuinely care about people and be an approachable and empathetic person with excellent communication skills – both written and verbal. You'll need to be able to

work by yourself, managing your caseload and priorities effectively to meet performance targets. You'll support our customer to maximise their income and ensure they have access to relevant support where needed. You'll need to tackle some difficult conversations occasionally, taking action when you need to. There'll be lots of rewards too – as together we build our work to create GREAT place to live where you'll see people and communities thrive.

Creating Great
Places to Live



Day-to-Day Responsibilities

You'll be...

- ◇ Accountable for maximising income collection, working with your team to establish good payment practices from tenancy start, supporting customers with welfare benefit claims, signposting to other services and progressing rent arrears recovery procedures.
- ◇ Negotiating rent payment arrangements with customers and providing clear, accurate and supportive advice including basic welfare benefit and money advice.
- ◇ Keeping up to date with best practice on arrears prevention, welfare benefit entitlements and legislation. Generally, sharing with your team suggestions for service improvement.
- ◇ Identifying where other specialist services can assist customers and liaising to provide an all-round holistic offer.
- ◇ Liaising with the relevant Benefits departments over processing and progress of claims.
- ◇ Updating our Customer Relationship Management system so our communications are managed effectively.
- ◇ Preparing documents for possession proceedings.
- ◇ Maximising the income of customers through assessments and applications to relevant authorities.
- ◇ Work collaboratively with your team to achieve the team's objectives in relation to rent collection and arrears recovery.
- ◇ Work collaboratively with your team and contribute to wider goals, identifying improvements to the services we offer.
- ◇ Working alongside third sector partners and others to offer a range of services that enhance the lives and opportunities for our customers and communities.
- ◇ Leading on some specified organisational and directorate priorities – such as partnership working, special projects or another area of focus for your team and wider directorate.

If you hadn't already guessed, you'll make a huge contribution to our organisational priorities, by always taking pride in what you do and striving to meet our collective performance goals and outcomes.

All the while, you'll need to do this with these key things in mind: giving an outstanding customer experience and doing so in ways that keep our promise to use resources efficiently for the biggest benefits.



Your Capabilities and Character

We value adaptability and a positive attitude. You'll be right for this role if you...

- ◇ Have experience of a similar role in your current or previous jobs or can demonstrate that your skills, personal qualities and experience equip you to take on the role (we're Ok with you having some development areas)
- ◇ Are committed and thrive on delivering excellent performance results and outcomes - our customers pay our wages and we must ensure value for money at every opportunity.
- ◇ Can represent Loreburn positively and are passionate about delivering an exceptional customer experience
- ◇ Are IT literate and confident across most MS packages and keen to learn and keep pace with our technology journey
- ◇ Work well as part of a team but are confident to make decisions and use your own initiative when needed.
- ◇ Are able to self-manage being highly organised and possess excellent administrative skills
- ◇ Can take a pro-active approach, work independently and without close supervision
- ◇ Are comfortable and don't shy away from having difficult – yet always respectful - conversations with diplomacy and understanding
- ◇ Are resilient and can remain a positive contributor even when things get difficult
- ◇ Can think creatively to achieve the right outcomes and solutions
- ◇ Can influence, negotiate and build highly effective and productive relationships
- ◇ Have great communication skills and a good standard of written literacy and numeracy
- ◇ Can be flexible – in your approach to work and your willingness and ability to meet the changing needs of our organisation and customers. Nine to 5 won't be reflected in our business in the future and there'll be times when you'll need to work outside of traditional office hours.
- ◇ Are open to creativity, innovation and challenging the status quo to achieve more, learn and grow.
- ◇ Are comfortable with the degree of lone working the job entails and managing your time and resources – you'll be trusted to get on with things.
- ◇ Are team player and believe in our 'one team' approach - working together to put solutions above problems and to support each other to get the job done.
- ◇ Can demonstrate our GREAT Values in your day to day work

Qualifications and Criteria



Essential

Educated to SVQ Level 3/4, HND or GCSE/O Level Maths and English Grades A-C or equivalent level of experiential learning



Desirable

Evidence of continuous learning and development linked to a relevant subject

From time to time you'll be required to travel to your communities, so you'll need to have a Full UK Driving Licence and access to a vehicle. You'll have a nominal base of Dumfries for business mileage claims, and you'll also need a basic disclosure.



What makes us GREAT?

Our benefits, rewards and recognition have put us up there as one of the best employers in our sector. Take a look at some of the benefits you'll enjoy:

- ◇ Opportunities for development, including protected learning time
- ◇ A caring workplace
- ◇ Generous paid holiday allowance, starting at 35 days pa and increasing with performance
- ◇ Home-based working
- ◇ Longer weekends with our Early Finish Fridays every four weeks
- ◇ Westfield Health Scheme providing a range of health and consumer benefits
- ◇ A work environment where creativity is encouraged
- ◇ Flexible working when you need it for those important appointments in life
- ◇ Flexible and generous pension scheme

We're all unique but the one thing we share at Loreburn are a commitment to our values...

OUR VALUES				
G	R	E	A	T
Growth Mindset	Respect	Exceptional Customer Experience	Accountable	Together
We aim to be the best and continue to learn, grow and change to achieve this	We care about all that we do and how we do it	We always put the customer first, with a strong commitment to positive proactive ways of working	We are responsible for all that we do and are happy to learn from our successes and failures	We deliver our best results when we work as a team

Think you're a good fit?

Join us on our journey to be the best Housing Association in Scotland!

