

# RICHMONDSHIRE DISTRICT COUNCIL

## LANDLORD SERVICES JOB DESCRIPTION

<b>JOB TITLE</b>	<b>Income Management and Welfare Advice Officer</b>	<b>POST NUMBER</b>	<b>LLS HOUS 05-06</b>
----------------------	---	------------------------	-----------------------

### **Main purpose of job:**

To provide a comprehensive Income Management and Welfare Advice service including current, former tenant, garage and support arrears and credits monitoring, recovery and refunds. Offering appropriate welfare benefit advice and assistance.

### **Supervisory/managerial responsibilities:**

None

### **Supervision and guidance:**

Landlord Services Manager

### **Range of decision making:**

- advice/action in relation to arrears control including general monitoring and recovery actions, and preparation for County Court
- advice and application with relation to appropriate welfare benefits

### **Responsibility for assets, material, etc:**

All tenant files including court records and third party information and associated sensitive information.

### **Range of duties and responsibilities:**

1. To contribute to an effective housing service, sympathetic to customer needs.
2. To assist in the development of housing procedures and service improvements.
3. To control and monitor rent arrears, taking appropriate enforcement action in accordance with the prevailing arrears strategy, including serving of notices and court preparation.
4. To provide appropriate welfare advice to tenants and engage with specialist advice agencies as appropriate.
5. To receive and respond to rent enquiries from customers.
6. To provide reports on arrears and welfare benefits issues as required by the Landlord Services Manager, including statistical information.

7. To arrange refunds and non cash transfers via the rent system.
8. To undertake annual rent review checks.
9. To monitor tenants, former tenant rent and support accounts which are showing credit balances, taking appropriate action to refund/write on.
10. To monitor and take relevant action regarding former tenant arrears.
11. To monitor tenants' accounts receiving support grant, taking appropriate action.
12. To monitor and take relevant action regarding garage arrears for tenants (council and private).
13. To carry out any other duties broadly compatible with your current duties and responsibilities as may be allocated from time to time by the Landlord Services Manager.
14. To demonstrate an acceptance of and commitment to the Council's Equalities and Diversity Policy.

#### **Contacts:**

- Members of the public
- Staff in other units
- Councillors
- Private sector and statutory agencies
- Registered Social Landlords
- County Court

#### **SPECIAL CONDITIONS OF SERVICE:**

Casual Car User  
Full valid driving licence and access to a vehicle for business use

<b>COMPILED BY:</b> Sara Smith	<b>ASSESSMENT DATE:</b> 17/6/15
<b>COMPILED DATE:</b> April 2015	<b>ASSESSED BY:</b> Chris Dunn
	<b>POST GRADE:</b> 6

Job Description

agreed by postholder.....

Date.....