

Role Profile – Family/Tier 5 +

Job Title:	Reporting to:
Post Legal Officer	Income Team Manager
Directorate:	Location:
Customer	Blended – Home and PA Offices and properties
Risk Assessment:	R1: Officer Worker

Role Purpose:

To provide a legal enforcement service to the Income Services Department, including preparation, issuing and enforcement of Rent possessions proceedings.

Tier Impact Statement:

Delivers day to day operational activity focused on internal and external customer management and overall team wellbeing. A potential leader of the future you will focus on outstanding operational performance constantly seeking improvement. You will role model best behaviours ensuring open and honest interaction with colleagues, residents and teams to develop trust and challenge when things aren't right and offers a solution wherever possible.

Key Accountabilities:

- Accountability for Income collection and debt reduction targets for arrears across the different tenure types and income streams including rent and service charges.
- A clear understanding of the legal process in relation to collecting debt, have the ability to advise tenants on their rights and how to mitigate the risk of repossession.
- A clear understanding of the court pre-action protocol.
- Applying to court using the PCOL system.
- Dealing with all cases that have been to court, working out breaches, preparing eviction reports.
- Be able to support with preparing witness statements.
- Have a clear understanding of welfare reform and the related benefits, have the ability to advise tenants on such benefits and how to mitigate risks associated with not making or incorrectly making claims.
- Agreeing targets for productivity and performance during 121s.
- Use tenancy sustainment and Money Advice plus as effective tools for debt reduction.
- Awareness and accountability for performance and effective service delivery for the wider business.
- Positive contribution in team meetings and 121s and a proactive approach to identifying service improvements.
- Accountability for identifying and addressing obstacles to rent collection by collaborating within the business or external partners and producing time limited action plans.
- Provide an efficient and effective customer service in relation to income collection.
- To provide the highest level of customer care and encourage tenancy sustainment.
- Role model the behaviour and values of PA Housing Group.
- Make suggestions to improve performance, value for money and efficiency.
- Assist in the training and induction of colleagues within the Income Team.

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- Have a clear understanding of the status of all rent accounts in the management area and work with the Income Team Manager to create a systematic debt reduction plan.
- Support the wider team in tasks outside of normal duties in response to operational needs.
- Effective collection of Income from various revenue streams and tenure types including rent and service charges.
- Monitor rent accounts using the IT system and applying the income collection policy consistently in the management of rent arrears cases.
- Timely intervention to stop arrears in accordance with the income collection policy.
- Arranging personal contact with tenants to identify and address obstacles to rent payment.
- Agreeing reasonable payment plans and supporting tenants with other advice and support to address risks and sustain their tenancy.
- Assisting tenants with enquiries in relation to their rent account and tenancy.
- Clearly explaining rights, obligations and risks associated with rent arrears, exploring options to mitigate arrears and setting clear action plans with tenants to resolve payment problems.
- Initiating prompt legal action.
- Clear records of all actions in relation to the tenancy and giving clear feedback to tenants regarding their rent account and actions taken.
- Advising tenants on welfare benefits entitlement and making tenants aware of support services available.
- To support the Income Team Manager in the delivery of service reviews and change projects.
- Networking and partnership working with other agencies such as Housing Benefit and DWP to remove obstacles to rent payment.
- Ensure that own performance contributes towards team objectives and performance of the wider business.
- Works and adapts to allow the department to operate efficiently and effectively at all times, constantly seeking to improve.
- Promote a unified culture and purpose across a diverse organisation by role modelling authentic behaviours aligned to PA's values.
- Challenge team members and other colleagues where behaviours fall short of those expected by the business.
- Ensure openness and honesty in all dealings with others.
- Build relationships with stakeholders to promote the effective performance within the team and wider business.
- Challenge existing thinking to identify creative opportunities and avenues for success.

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- Ensure adherence to the PA Housing Equal Opportunities policies, procedures, and diversity strategy in order to provide the best possible service to a diverse customer and colleague base.
- To be familiar with and follow the guidance given by the PA Housing Data Protection Policy in regard to data protection matters.
- Comply with the Health & Safety Policy, ensuring own and others health and safety.
- Contribute to the effective and efficient running of the service and division to achieve targets and objectives that are set, ensuring the team's customer services standards are always met.
- Ensure that own performance contributes towards team objectives and performance of the wider business.
- Work and adapt to allow the department to always operate efficiently and effectively, constantly seeking to improve.
- Promote a unified culture and purpose across a diverse organisation by role modelling authentic behaviours aligned to PA's values.
- Challenge team members and other colleagues where performance or behaviours fall short of those expected by the business.
- Ensure openness and honesty in all dealings with others.
- Build relationships with stakeholders to promote the effective performance within the team and wider business.
- Challenge existing thinking to identify creative opportunities and avenues for success.
- Comply with all organisational policies, procedures, and guidelines.
- Ensure adherence to the PA Housing Equal Opportunities policies, procedures, and diversity strategy to provide the best possible service to a diverse customer and colleague base.
- To be familiar with and follow the guidance given by the PA Housing Data Protection Policy regarding data protection matters.
- Comply with the Health & Safety Policy, ensuring own and others health and safety.

This role profile is not intended to be an exhaustive list; its aim is to give a broad representation of what will be expected of the post-holder. Other reasonable duties, tasks and responsibilities may be required of the post-holder from time to time; these will be reasonable and broadly consistent with the responsibilities described above and/or intended to assist PA Housing in meeting its stated objectives.

Qualifications and DBS:

- Educated to A level standard or ability to demonstrate experience to meet requirements of this role.
- Part or full CIH qualification or equivalent.

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DBS: Basic

Attitude, Knowledge, skills, and experience:

Attitude:

- Team player
- Puts customers first.
- Passion for service excellence and continuous improvement
- Displays a 'can do' attitude with drive and enthusiasm.
- Always lives in the PA values.
- Commercially focused and business orientated.
- Accountable
- Self-aware
- Self-motivated
- Able to provide a great service whilst considering Value for Money

Skills:

- Communicates effectively.
- Customer focused.
- Prioritises and multi-tasks effectively to meet deadlines.
- Ability to build and maintain effective relationships.
- Ensures policies and procedures are adhered to.
- Strong IT Skills
- High level of numerical and literacy skills evidenced by qualifications and work-related experience.
- Ability to meet deadlines.
- Strong interpersonal skills
- Assertive and ability to negotiate professionally in challenging situations.
- Organised with effective time management skills.
- Able to work under pressure with minimal supervision.
- Accurate data entry and record keeping skills.
- Excellent telephone skills
- Considers Value for Money when approaching and completing a task.

Knowledge:

- A sound knowledge of Landlord and Tenant legislation and best practice
- Clear understanding of social housing and PA's core values
- Good knowledge of housing law and court processes such as pre-court protocol

Experience:

- Practical experience of using Landlord and Tenant legislation and best practice
- Experience of professional development and evaluation of personal performance
- Experience of working effectively in a target driven operational environment
- Experience in a customer facing role.

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- Experience within a customer service environment working for a Housing Association or other public service organisation, in a capacity which involved face to face interaction with customers, resolving difficult issues.

Core Criteria:

Solving Problems	Situations requiring some degree of evaluative judgement and innovate thinking to analyse, evaluate and arrive at conclusions. Uses own initiative to solve problems where possible and recognises when to escalate to someone more senior.
Communication & Influencing People	Interaction is important to the job or role. Building relationships, influencing others using empathy and assertiveness.
Adapting Approaches	Embraces change listens to feedback and compromises as needed. Role model's behaviours to support organisational change.
Delivering Results	Drives own performance and that of the team.
Financial responsibility	Some understanding of financial and budget management.
People Interaction	Direct: includes day to day interaction for the role internally and externally Indirect: Includes less frequent interaction and more typically external.