

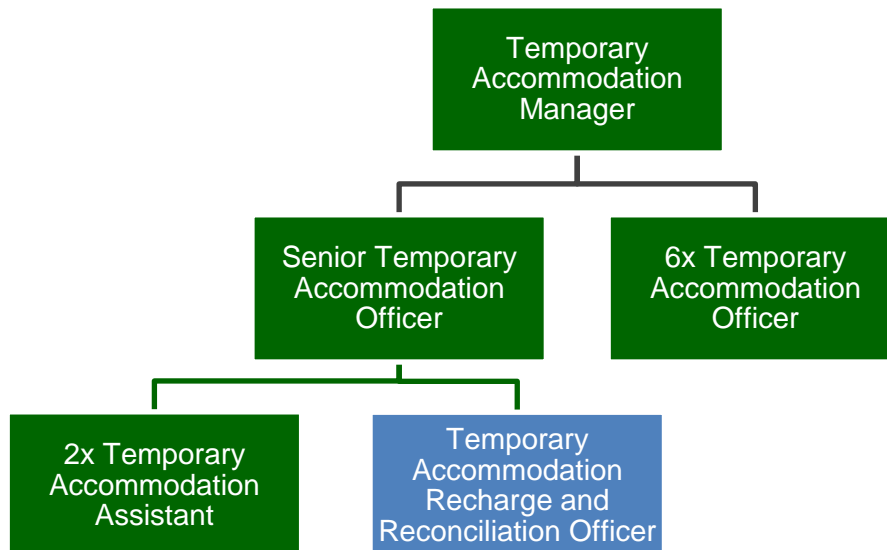
Job Description

Post Title	Temporary Accommodation Recharge and Reconciliation Officer
Post Number	012397
Business Unit	Temporary Accommodation – Providing Homes
Business Unit team	Housing and Investment
Accountable To (<i>Line Manager</i>)	Senior Temporary Accommodation Officer
Responsible For (<i>Direct Reports Post Title</i>)	None

Job purpose

- Responsible for the recovery of, damage recharges, housing benefit reconciliation for emergency, temporary and Housing First accommodation spends and other charges owed to Stevenage Borough Council.
- Work proactively and promptly to collect recharges, recover temporary accommodation overspends through valid recourse claims.
- Promote and maintain a culture which places customers first and aims to deliver a high standard of service.

Organisational position



Key tasks, duties, responsibilities and accountabilities of the post

- Trace former licensee's making telephone calls, sending letters and diarising to complete relevant claims and check for incoming payments due in line with existing policy and procedure.
- Work with internal teams to ensure the relevant evidence is in place to make sufficient Housing Benefit claims and increase the chance of successful recovery.
- Monitor and control Housing Benefit claims to recover temporary accommodation spends.

- Contact all customers with outstanding debt, collect, negotiate repayment arrangements and organise payment options to ensure that the debts are paid off within a reasonable time
- Work with Housing IT department to create accounts and ensure that all outstanding recharges are set up on the system and successful income recovery is recorded.
- Receive and process payments to occupant accounts including the setting up of Direct Debits and deal with payment related queries from our tenants giving relevant advice and assistance on income, arrears or welfare benefit-related matters where appropriate
- Carry out home visits, telephone and office interviews with tenants to obtain income and expenditure information as well as details of personal circumstances relating to any debt
- Follow company Policy and Procedure when carrying out home visits to comply with Health and safety requirements, asking for support if required to enable compliance.
- Make direct referrals for support to any occupant experiencing difficulty in maintaining their account.
- Prepare all paperwork and attend Court in relation to any enforcement action required, serve legal notices on customers in the prescribed format and record accurately on computer system and paper recording systems.
- Work closely with income services colleagues, other sections such as Resident and Estate services, Repairs and Voids and business support to minimise Former occupant debt and proactively collect recharges and other debt and resolve all outstanding disputed charges.
- Escalate to the Senior Temporary Accommodation Officer where improvements may be made, generally on all matters connected with good housing policy or practice.
- Ensure that external and internal key performance targets are met
- Ensure Customer Complaints are investigated and dealt with effectively in line with policy
- Maintain up to date, accurate and accessible records – both computerised and manual for all account-related activities and ensure that all records are maintained in accordance with process, procedures and financial requirements.
- Provide operational insight for the development, production and implementation of policies, procedures and strategies.
- Work with Housing IT department to ensure that settled accounts are closed.
- Carry out duties to the required level and timescales as and when required.
- Understand how the role, the team's role and the business unit's role contribute to the overall corporate objectives and works to develop their understanding and awareness of other areas within the organisation. Keeps informed with a range of matters relating to the business unit and takes a positive approach to their own and teams work.

Behaviours and competencies

- Provides and receives feedback on a range of matters relating to own, team and business unit performance and responds constructively. Recognises they are responsible for the quality of the work they and the team produce and upholds high standards. Identifies challenges and barriers to delivering services and resolves or escalates appropriately.
- Accountable for decision making and clearly articulates both verbally and in writing how and why a decision has been made including communicating clearly to customers the service which can be provided. Takes personal responsibility for delivering expected outcomes and standards, delivering at pace and takes responsibility for quality of own work whilst seeking opportunities for improvement through learning from delivery.
- Support colleagues, customers and partners to understand the need for change and continuous improvement of the team and puts forward suggested improvements in a constructive way and professional manner, including utilising technology.
- Listens, asks open questions and respects contributions from others and establishes effective relationships with a range of stakeholders.

- Challenges any inappropriate behaviours within the team and business unit or escalates appropriately.
- Takes personal responsibility for identifying their own development needs and takes steps to address areas for improvement.
- Recognises responsibility for ensuring appropriate use of resources and challenges appropriately and ensures financial activity is in accordance with the Council's policies, procedures and regulations.
- Sharing knowledge, being approachable and flexible to support the service and colleagues.
- Being open and honest, follow things through to the end taking ownership of situations and escalating where appropriate and keeping customers informed.
- Remaining calm, emphatic and professional, respecting service users differences and their home providing a quality service within professional boundaries.
- Be prepared to undertake additional duties not included above that are appropriate to the job grade and qualifications, skill and experience as contained within the person specification, recognising that this job description will be kept under review and may be amended at the council's discretion to ensure organisational needs are met.

The role's key contacts and level of relationships with individuals, groups of people, agencies and external organisations

- Executive Portfolio Holder's
- Local Councillors
- Housing Management Advisory Board members
- MP's
- Ombudsman
- Resident Groups
- Customers and their representatives
- Solicitors
- Police
- Variety of Agencies and professional bodies including, Hertfordshire County Council, local Charities, House Mark , Institute of Housing, CAB, DWP, contractors

Governance, Corporate and other responsibilities

- Adhere and ensure compliance to the Council's policies, rules and procedures including, Health and Safety, Equality & Diversity, information management including Data Protection, HR, all other legislative responsibilities, governance, financial and procedural rules.
- Ensure compliance to the organisation's Code of Conduct in the delivery and provision of services to staff and the community.
- Be prepared to undertake additional duties not included above that are appropriate to the job grade and qualifications, skill and experience as contained within the Person Specification, recognising that this Job Description will be kept under review and may be amended at the Council's discretion to ensure organisational needs are met.

Safeguarding

- Stevenage Borough Council (SBC) is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff, volunteers and recruitment candidates to share this commitment. SBC shall take all reasonable steps to employ staff who are safe to work with children, young people and vulnerable adults. For posts identified with regular contact with these groups applicants will be required to undertake a Value Based Interview. The council supports the legislative requirements for employing and maintaining safer staff and the guidance specified by [Hertfordshire Safeguarding Adults Board](#).

Person Specification

	Required Skills and Competencies	Essential / Desirable	How to be Assessed Application (A) Test (T) Interview (I)
Knowledge, Skills and Abilities	GCSE's at Grade A-C including English language and Mathematics (or equivalent) or equivalent relevant skills and abilities	Essential	Application / Interview
	Ability and willingness to undertake a housing qualification.(minimum level Chartered Institute of Housing-CIH level 3)	Essential	Application / Interview
	Proficient in Microsoft Office and Intermediate level ability in Microsoft Excel, Word and Outlook	Essential	Application / Interview
	Working knowledge of Debt and Income collection, knowledge of relevant legislation	Desirable	Application / Interview
	Excellent customer focus	Essential	Application / Interview
	Able to work on own initiative or as part of a team and be self-motivated	Essential	Application / Interview
	Ability to manage own workload and work to tight deadlines, prioritise to meet agreed targets, in a pressurised environment.	Essential	Application / Interview
	Ability to deal calmly and confidently in emotional situations and when dealing with angry or upset customers	Essential	Application / Interview
	Excellent organisational, interpersonal and communication skills	Essential	Application / Interview
	Dispute resolution	Essential	Application / Interview
	Ability to work to procedures, guidelines, targets and deadlines	Essential	Application / Interview
	Problem solving and quick learner	Essential	Application / Interview
	Ability to build effective and positive working relationships.	Essential	Application / Interview
	Ability to negotiate and influence others.	Essential	Application / Interview

	Required Skills and Competencies	Essential / Desirable	How to be Assessed Application (A) Test (T) Interview (I)
Experience	Practical experience of dealing with chasing debt and payments from customers is required	Essential	Application / Interview
	Experience of collaborative working across multiple departments	Essential	Application / Interview
	Effective literacy and numeracy skills.	Essential	Application / Interview
	Experience of using and Housing Management systems	Essential	Application / Interview
	Experience in negotiations with external parties	Essential	Application / Interview
	Understanding of GDPR and Confidentiality Issues.	Essential	Application / Interview
	Understanding of Safeguarding Adults and Children	Essential	Application / Interview
Behaviours and Competencies	Collaboration Establishes effective relationships with a range of stakeholders. Actively works to develop their understanding and awareness of other areas of the organisation, outside of their immediate team. Listens to others and shares learning and knowledge in the spirit of continuous improvement.	Essential	Application / Interview
	Effective performance Encourages personal and team development to support continuous organisational improvement. Values feedback and how this supports development, taking account of the diverse workforce and preferred workstyles. Recognises they are responsible for the quality of the work they and the team produce and upholds high standards.	Essential	Application / Interview
	Delivering at pace Take a positive approach to their own and teams work. Takes personal responsibility for delivering expected outcomes and standards, delivering at pace. Identifies challenges and barriers to delivering services and resolves or escalates appropriately. Sets themselves realistic and stretching goals to continuously	Essential	Application / Interview

	Required Skills and Competencies	Essential / Desirable	How to be Assessed Application (A) Test (T) Interview (I)
	improve service delivery.		
Any Other Attributes required for the role not mentioned above	Full, UK driving license with access to own transport with business insurance to work at different locations in the town	Essential	Application / Interview
	Ability and willingness to travel to other locations as required for the role.	Essential	Application / Interview
	Good attendance record and no serious health problems that could adversely impact upon job performance (i.e. one that cannot be accommodated by reasonable adjustments).	Essential	Application / Interview
	Understanding of the nature of homelessness and vulnerable people.	Essential	Application / Interview
	Ability to deal calmly and confidently in emotional or potentially volatile situations and when dealing with angry or upset customers.	Essential	Application / Interview
	Resilience to deal with complex and challenging cases.	Essential	Application / Interview
	Ability to maintain confidentiality and discretion	Essential	Application / Interview
	Flexibility to quickly and easily respond to changing priorities.	Essential	Application / Interview