

# Job description

Post title: Income Customer Hub Officer  
Service area: Homes and Community Safety  
Grade: SO1  
Reports to: Income Hub Team Manager  
Your team: Income Recovery  
Number of supervisees: N/A

## Our ambition

We're determined to make Islington fairer. To create a place where everyone, whatever their background, has the opportunity to reach their potential and enjoy a good quality of life.

We also have an ambitious goal – to be the best council in the country – with every employee clear about the part they play and inspired, focused and supported to give their very best.

We want to build an organisation where employees feel valued, inspired and empowered to help us achieve our goals and provide the best services possible to our residents.

## Our values and behaviours

'Be Islington' is about setting a clear challenge about what it means to be an Islington employee and sets the standard for every new recruit.

We ask our employees to 'Be Islington' – playing their part in working together for a fairer borough and to always be collaborative, be ambitious, be resourceful, and be empowering ('CARE').

## Our commitment to challenging inequality

We are committed to tackling inequality, racism and injustice and creating a fairer borough for all. In order to do this, we need to set the example by being a fair employer and creating a workplace environment, which is free from discrimination, racism and inequality. Our approach needs to be proactive, consistently learning to create a fairer workplace and foster a culture, which empowers all staff to challenge inequality.

Fairness is at the heart of what we do. We want to celebrate and embrace our differences by:

- Ensuring our workforce is representative of the people we work on behalf of, our residents
- Creating equitable working environments and diverse teams
- Understanding our residents in order to design and deliver services that help tackle inequality and improve life chances for our residents
- Getting to know people and their differences
- Interpreting issues and concerns from a cultural perspective and address situations or problems from the points-of-view of multiple cultures
- Supporting people with long-term health conditions and/or disabilities

# Key responsibilities

Providing holistic and person-centred housing income collection services across the borough.

This will include:

- Receiving a wide range of transactional and income related service requests from residents (c26,000 properties) and non-residents, using right first-time principles to manage demand and conclude a variety of enquiries efficiently.
- Responding to customer enquiries ensuring they are dealt with and responded to speedily and efficiently.

## **Income Recovery**

1. Be part of an agile 'front door' service, able to adapt to changing demand and internal transformation whilst ensuring that resident interactions are dealt with quickly, efficiently and professionally and are aligned with resident needs.
2. Undertake rent arrears recovery work by monitoring and taking action as required by the service, working in partnership and ensuring relevant referrals to safeguard and support are made.
3. Provide income-related advice and support directly to council tenants, their families, advocates and other professionals ensuring opportunities to identify vulnerabilities, safeguard residents/staff, understand resident needs and build resident resilience are realised.

## **Ways of working**

1. Assess complex and sensitive situations, including support needs, to determine the best outcomes for the council and its residents. Ability to work in a multi-faceted way, using advisory, support, negotiation and enforcement tools.
2. Carry out targeted campaigns to contact tenants to discuss and resolve account issues and arrears, identifying and engaging with residents who may be at risk and offer support.
3. Use modern workflow practices and technology to resolve service requests, enquiries, payments and incoming reports, processing transactions wherever possible and organising access to officers when required. Updating systems, colleagues and documentation to ensure that data is accurate, relevant and valid.

## **Communication**

1. Use emotional intelligence and empathy to discuss, understand and encourage genuine solutions for residents. Use professional judgement and decision making to provide person centred solutions to residents.

2. Promote and assist residents with the set up and use of digital and self-serve options, encouraging and aiding their use through effective digital inclusion activities to achieve the channel shift programme. Residents should be actively moved towards digital and self-serve solutions at every opportunity.

## **General**

1. Work collaboratively to ensure that targets and objectives are met and that residents receive a joined up service
2. To carry out duties and responsibilities in accordance with the council's commitments and ensure compliance with standards, regulation and legislation.
3. To perform any other reasonable duties appropriate to the post, including undertaking project work as determined by any manager within the service.

## **Resources and Financial management**

Ensure effective Financial Management, cost controls and income maximisation in an ever changing environment, fluctuating demands and priorities. Ensure resources are well managed and effectively deployed to the best possible effects assuring value for money in all activities.

## **Compliance**

Ensure legal, regulatory and policy compliance under GDPR, Health and Safety and in area of your specialism identifying opportunities and risks and escalating where appropriate.

## **Budget responsibilities**

None

## **Work style**

Flexible

## Person specification

You should demonstrate on your application form how you meet the essential criteria. Please ensure that you address each of the criteria as this will be assessed to determine your suitability for the post.

### Essential criteria

#### Qualifications

Essential criteria	Criteria description	Assessed by
1	GCSE level Maths and English	Application

#### Experience

Essential criteria	Criteria description	Assessed by
2	Experience of working in a customer facing role	Application/Interview
3	Ability to provide advice and practical assistance to the public	Application/Interview

#### Skills

Essential criteria	Criteria description	Assessed by
4	Good level of numeracy and literacy, with the ability to use financial data and communicate complex information simply and clearly	Application/Interview/Test
5	Excellent communication skills across a variety of channels and media, with the ability to deal with complex and challenging situations and draw positive outcomes and solutions	Application/Interview
6	Good IT skills, with the ability to use Microsoft Office 365 packages, databases and spreadsheets to maintain records	Application/Interview/Test
7	Ability to manage and prioritise working in a high pressure customer facing environment	Application/Interview

## Special requirements of the post

Essential criteria	Criteria description	Assessed by
8	This role will require you to obtain an Standard satisfactory clearance from the Disclosure and Barring Service	Application

## Our accreditations

Our accreditations include: the Healthy Workplace award, Timewise, London Living Wage Employer, Disability Confident Committed, The Mayor's Good Work Standard, Stonewall Diversity Champion, and Time to Change.

