

**JOB PROFILE:** Income Assistant

**RESPONSIBLE FOR:** No staff

**PURPOSE:** To assist the Income team provide a high quality, customer focused and efficient service in line with Policies and Procedures.

To work within the Company’s Equality and Diversity Policy, Health and Safety Policy, Customer Service and Performance Policies ensuring that these are complied with throughout all activities within the scope of this role to ensure the highest standards of customer care.

Ensure that all activities undertaken are carried out to the highest standards of integrity and professionalism in accordance with the Company’s policies and procedures.

**KEY ACHIEVEMENT AREAS:**

1. To provide administrational support to the Income Team to ensure we deliver a high-quality professional service to tenants.
2. To manage the Income team email in box and deal with general enquiries as appropriate or forward on to the relevant Income Adviser for action.
3. To take payments and set up direct debits over the telephone as directed by an Income Advisor.
4. Administration of rent refunds to tenants / former tenants.
5. On a weekly basis review the ‘change of tenancy’ report and issue letters to Next of Kin where a debt is owed.
6. Complete the administration of sending former tenant debts to debt collection companies when required and completing searches to obtain forwarding addresses.
7. Authorise Direct Debits
8. Contact tenants who have too much credit on their rent account and arrange refunds where necessary.
9. Make initial contact with tenants where agreed payments have been returned.
10. Administration of housing benefit letters within our housing management system, Civica CX.
11. Updating information and balances as required following the housing benefit upload.
12. Ensure all relevant paperwork is received in accordance with the re-charge policy and procedure and supply administrative support in the collection of re-charges.
13. Ensure that all service standards are adhered to including responding to tenant queries and requests promptly.
14. Provide advice on Teign Housings policies referring tenants to other teams for detailed advice as appropriate.

**Health and Safety Responsibilities**

1. Take responsibility for own Health & Safety and not to put others at risk.
2. To follow all guidance, policies and procedures associated with health and safety and ensure any risk assessments for this role have been read and understood.
3. To comply with all health and safety legislation and regulations associated with the role. If in doubt, contact the Health and Safety Team for help and support.

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| No job profile can cover every issue, which may arise within the post at various times and the jobholder is expected to carry out other duties requested by the line management from time to time. |

Signed by Post Holder: …………………………………………………………………..

Print Name:…………….…………………………………………………………………..

Date: …………………………………………………………………………………………