Coastline housing

Role Profile – The What, The Where, The How

POSITION	Income Management Coordinator		
TEAM	Income	**LOCATION**	Coastline House
VERSION	6	**LAST UPDATED**	29th October 2025

THE PURPOSE OF THIS ROLE IS TO	To be responsible for maximising the Company's income by effectively managing accounts and ensuring that all accounts in arrears are dealt with promptly and effectively, in accordance with the Income Policies and Procedures.

Specific Accountabilities – The Brass Tacks

In the role, day to day, you'll be responsible for:

1. Promote a positive payment culture and adopt a proactive approach to collecting rent with emphasis on early intervention
2. Review accounts on a weekly basis and take appropriate action in accordance with agreed policies and procedures
3. Take responsibility for all debts owed to the Company, including former tenant arrears and recharges and action in accordance with policies and procedures
4. Negotiate repayment agreements and methods of payment with customers, ensuring liaison with other agencies where necessary
5. To create customer accounts and issue invoices for rechargeable works
6. Maintain a good knowledge of relevant legislation and good practice within the industry including housing benefit and welfare reform legislation
7. Proactively assist customers affected by the Cost of Living and Welfare Reform to sustain their tenancies through effective partnership working and making use of various funding streams to assist customers in need
8. Proactively identify and apply for Alternative Payment Arrangements for vulnerable customers or those in arrears who are moved onto Universal Credit to ensure there is no risk to tenancies or the company's income
9. Prepare and personally serve Notices of Seeking Possession upon customers with arrears of a certain level, complying with policies and procedures and contributing to changes when necessary
10. Prepare legal paperwork for Court and represent the Company at Court in connection with outstanding debts ensuring compliance with pre-action protocol

11. Attend evictions as required
12. Work with vulnerable customers, often in their own homes to assist them with personal budgeting, with a view to securing repayment agreements
13. Input and maintain system data in CX and CRM
14. Assist with preparation of statistical performance information for the Income Manager and ensure performance is within agreed KPIs
15. Carry out interviews and home visits to customers as required, including those who may be vulnerable or present challenging behavior, in compliance with lone workers policy
16. Provide basic benefit and debt guidance and make referrals to relevant agencies as required
17. Provide basic guidance on affordable borrowing and banking options to reduce financial exclusion
18. Support colleagues with their workload where necessary and ensure a seamless service for customers
19. Promote and refer in to Coastline's *Your Next Step* programmes and empower all customers to maximise their potential through the programmes and employment
20. Promote digital shift to reduce digital exclusion and utilise the My Coastline, the Coastline website, social media and online activities to enable customers to self-serve

Person Specification – The Who

PERSONAL SKILLS AND QUALITIES	At Coastline we are more concerned with how you work and what you bring to the role over formal qualifications or criteria. Specifically, what we're looking for is someone who: • Demonstrates behaviours in accordance with Coastline's values: Put our customers first Be open, honest and accountable Value each other Strive to be the best • GCSE English Grade 4 or above (or equivalent qualification) • GCSE Maths Grade 4 or above (or equivalent qualification) • Good understanding of housing legislation, including Housing Benefit, Universal Credit and welfare reform legislation • Knowledge of the legal system, particularly possession and money claims • Excellent IT skills to include Word, Outlook, Excel and CRM systems • Has a full driving licence and a satisfactory **basic** DBS check; • Some experience in the following would be an advantage:

	• Professional housing qualification • Previous experience of working with vulnerable customers • Working in a customer facing role, including face to face in the office or in the customer's home • Working with figures, using analytic skills to write reports and present information • Working under pressure and dealing with sensitive issues • Setting up and negotiating repayments arrangements • Taking enforcement action to enforce the terms of the tenancy or following non-payment of debts • Supporting individuals to manager their benefit claims and finances • Using Microsoft Dynamics CRM system and Civica's CX housing management system • Using own initiative to manage workload and prioritise different areas of work • Ability to work flexible hours to meet the needs of the business and customers

General Obligations - For All Of Us

1. Represent the company positively with all external agencies.
2. Service and support the company as requested.
3. Establish, develop and maintain effective working relationships with all work colleagues.
4. Ensure compliance with the company's health and safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the company's policy and standards.

REPORTING

Reports to the Income Manager

CONTACTS

Internal

- Non-executive directors, executive directors, managers and colleagues across the Company

External

- Customers, contractors, customer representatives, residents groups, media and press, housing associations, local authorities, schools, regulators, voluntary organisations, printers, opinion formers, stakeholders etc

Coastline housing

disability confident LEADER

INVESTORS IN PEOPLE
We invest in people Gold