

ROLE PROFILE

POSITION	Income Management Coordinator		G6
TEAM	Income Management	LOCATION	Coastline House
VERSION	3	LAST UPDATED	06 October 2021

PURPOSE OF ROLE

To be responsible for maximising the Company's income by effectively managing rent accounts and ensuring that all accounts in arrears are dealt with promptly and effectively, in accordance with the Income Strategy, Policies and Procedures.

KEY ACCOUNTABILITIES

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 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. Maintain a good knowledge of relevant legislation and good practice within the industry including housing benefit and welfare reform legislation
6. Proactively assist customers affected by Welfare Reform to sustain their tenancies through effective partnership working and making use of various funding streams to assist customers in need
7. 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
8. 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
9. Prepare legal paperwork for Court and represent the Company at Court in connection with outstanding debts ensuring compliance with pre-action protocol
10. Attend evictions as required

11. Work with vulnerable customers, often in their own homes to assist them with personal budgeting, with a view to securing repayment agreements
12. Co-ordinate and carry out pre-tenancy interviews, viewings and sign ups of properties available to let as required, ensuring a comprehensive and efficient service which maximises income for the Company and ensures the customer has everything to successfully sustain their tenancy
13. Input and maintain system data in CX and CRM, particularly regarding new and ongoing tenancies.
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 behaviour, in compliance with lone workers policy
16. Provide basic benefit and debt advice, and make referrals to relevant agencies as required
17. Provide basic advice 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 the inspiring futures programme, and empower all customers to maximise their potential through the programme
20. Promote digital shift to reduce digital exclusion and utilise the Coastline website, portal, social media and online activities to enable customers to self-serve
21. Perform other duties as required

GENERAL OBLIGATIONS

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 and external agencies.
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

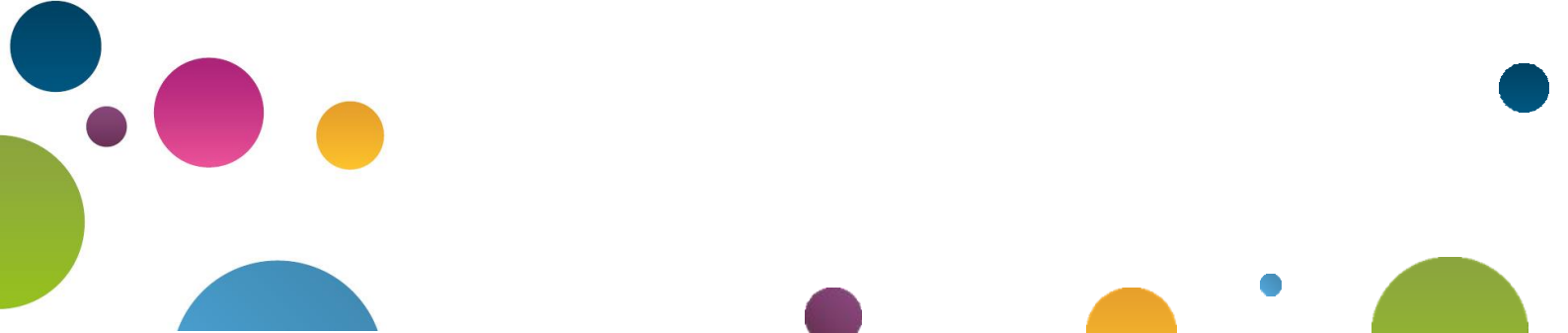


CONTACTS

Internal

- Non-executive directors, executive directors, managers and staff 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.
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PERSON SPECIFICATION

POSITION	Income Management Coordinator		
TEAM	Income Management	LOCATION	Coastline House
VERSION	3	LAST UPDATED	06 October 2021

QUALITY	ESSENTIAL	DESIRABLE
Personal Skills	<ul style="list-style-type: none"> • Demonstrate behaviours in accordance with Coastline's values: <ul style="list-style-type: none"> ✓ Put our customers first ✓ Be open, honest and accountable ✓ Value each other ✓ Strive to be the best • Able to effectively manage customers who may be vulnerable and present challenging behaviour • Able to deal with customers and external agencies in a professional manner • Self-motivated, organised and ability to use own initiative or work as part of a team • Flexible 'can-do' attitude and ability to respond positively to change • Understanding of the need for tact, diplomacy, sensitivity and confidentiality • Good team player • Pays attention to detail and accuracy, and is creative. • Competitive with a desire to succeed • Commitment to customer access and customer service excellence and willing to go the 'extra mile' 	

Education & Qualifications:	<ul style="list-style-type: none"> • 5 GCSEs or equivalent at grade C or above • A good standard of literacy and high standard of numeracy • Willingness to ongoing professional development 	<ul style="list-style-type: none"> • Professional Housing Qualification
Experience, Knowledge and Understanding	<ul style="list-style-type: none"> • Experience of delivering excellent customer service • Awareness of housing legislation, including housing benefit and welfare reform legislation • Good understanding of equality and diversity • Good knowledge of the housing environment • Previous experience in a customer facing role • Evidence of working with figures 	<ul style="list-style-type: none"> • Some knowledge of the legal system •
Job Related skills	<ul style="list-style-type: none"> • Good IT skills and ability to use Microsoft office applications such as word, excel, publisher and outlook and CRM systems • Able to communicate well both verbally and in writing • Sound numerical and analytical skills and able to write reports and present information • Able to work under pressure often dealing with sensitive issues • Able to meet performance targets • Able to support other members of the team, understanding the importance of team performance 	<ul style="list-style-type: none"> • Previous Experience of working with vulnerable customers • Previous Experience of working with Civica's CX system



Other

- Full driving licence and access to a vehicle
- Ability to attend evening and weekend meetings
- Willing to work outside 'office hours'
- A satisfactory basic DBS check