# Income Customer Hub Officer

* Grade: S01
* Reports to: Income Hub Team Manager
* Direct reports: None
* Your team: Income Hub Team
* Service area: Homes and Community
* Directorate: Homes and Neighbourhoods/Resources

**Special requirements of the post**

Workstyle: Front facing (High presence, three to four days a week)

This post requires a DBS check at the appropriate level (Basic)

Job

description

This is a safety critical post and will be subject to the council’s drug and alcohol policy

This post is subject to the council’s declaration of interest procedure

# Our mission

Islington is a place rich with diversity and culture. As a council our sense of purpose couldn’t be clearer: we serve. It’s in the logo. We are committed to challenging inequality in the borough and as one of the largest employers we know that to look after the place and the planet, we have to look after our people. **Together we can change the future**.

To do this, everyone who works at Islington Council lives by a set of values which guide us in everything that we do: collaborative, ambitious, resourceful, and empowering. They spell out ‘CARE’, which is what we think public service is all about.

# Overview of the role

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.

Key responsibilities

## Income Recovery

* 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.

* 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.

* 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

* 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.
* 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.

* 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

* 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.

* 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 selfserve solutions at every opportunity.

## General

* Work collaboratively to ensure that targets and objectives are met and that residents receive a joined-up service.

* To carry out duties and responsibilities in accordance with the council’s commitments and ensure compliance with standards, regulation and legislation.

* To perform any other reasonable duties appropriate to the post, including undertaking project work as determined by any manager within the service.

## Compliance

Ensure adherence to legal, regulatory, and policy requirements under GDPR, Health and Safety, Employee Code of Conduct and in your area of expertise by identifying opportunities and risks, and escalating issues as necessary.

# Person specification

Your application form needs to demonstrate how you fulfil the role's requirements. It is essential to address the criteria, as this will be used to evaluate your suitability for the position.

## Essential and desirable criteria

Essential: the basic requirements that must be met for someone to be considered for a particular job. These criteria are mandatory and cannot be negotiated. Essential criteria directly impact the core qualifications or skills necessary to perform the job effectively.

Desirable: the additional qualities, skills, or qualifications that would be advantageous for a candidate to possess but are not mandatory. Not meeting them does not automatically disqualify someone from consideration for the job. This also allows candidates who do not possess certain desirable criteria the opportunity to explain how their other knowledge, experience and skills relate to these and what they may be in the process of doing or willing to do to achieve these.

### Knowledge, experience, and skills

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| **Point**  | **Criteria description**  |  |
| 1  | GCSE level Maths and English  | Essential  |
| 2  | Experience of working in a customer facing role  | Essential  |
| 3  | Ability to provide advice and practical assistance to the public  | Essential  |
| 4  | Good level of numeracy and literacy, with the ability to use financial data and communicate complex information simply and clearly  | Essential  |
| 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  | Essential  |
| 6  | Good IT skills, with the ability to use Microsoft Office 365 packages, databases and spreadsheets to maintain records  | Essential  |
| 7  | Ability to manage and prioritise workloads, working in a high pressure customer facing environment  | Essential  |

### Our accreditations



Our accreditations include Disability Confident Leader, The Mayor’s Good Work Standard, London Living Wage Employer, Stonewall Diversity Champion, and Employer with Heart.