



WILLOW TREE

HOUSING PARTNERSHIP

Person Specification

Job Role: Rent and Income Management Officer

You can demonstrate:

- Relevant experience of managing rent and arrears collection
- Your knowledge of rent arrears procedures and best practice within a social housing setting
- Knowledge of pre-court protocol and housing legislation
- Experience of undertaking legal action to recover rent arrears
- The ability to prioritise and be flexible in a dynamic and agile environment
- Experience of dealing with complex situations and vulnerable people
- Clear and effective communication skills
- A commitment to meaningful engagement with tenants
- Strong IT skills including Microsoft Office and Housing Management systems
- A relevant professional qualification or willingness to undertake further training as required for the role

Requirements

- A full driving licence and own vehicle