



# WILLOW TREE

HOUSING PARTNERSHIP

## JOB DESCRIPTION

Job Title	Rent & Income Management Officer
Responsible to	Tenancy Team Leader

### Purpose of Job

To collect rent and former tenant arrears for WTHP's portfolio of properties.

### Key Areas of Responsibility

- Assist the team with the collection of rent arrears taking all necessary action within WTHP's policies and procedures.
- Responsible for the prevention and reduction of rent arrears.
- Assist with the preparation of legal documents/evidence for submission to the Courts. Attend and give evidence at Court and arrange and attend evictions as necessary.
- Assist with the collection of former tenant arrears taking all necessary action within WTHP's policies and procedures, including referral to debt collection agencies.
- Assist with the collection of Court costs and rechargeable repairs taking all necessary action within WTHP's policies and procedures , including referral to debt collection agencies.
- Keep clear and accurate records of all payment arrangements and communications with customers using the housing management system.

### General

- Undertake any other reasonable duties as directed by the Team Leader People.
- Keep data within all IT systems used accurate and up to date in respect of all services.
- Represent WTHP as required with contractors and external agencies.
- Promote the values and policies of WTHP both internally and externally.
- Ensure that the WTHP's Equality & Diversity Policy is fully implemented at all times, demonstrating commitment to equality and diversity in all aspects of work.

WTHP accepts its responsibilities to provide a safe and healthy environment for staff and residents. As an employee, you have a duty to take reasonable care of yourself and others who may be affected by your acts whilst at work.

No job description can encompass all tasks and duties that may be required of the post holder and WTHP will expect the post holder to carry out other duties and tasks from time to time which are broadly consistent with those in this document.