



# Role Profile

## RENT OFFICER

Reference No.	A4683	Type	Individual
Service	Customer & Online Services		
Job Family	Para-Professional 4	Grade	FC6

### Purpose

The purpose of a Rent Officer is to manage rent arrears in a geographical area whilst supporting their colleagues throughout Fife to ensure a high level of rent collection.

The Rent Officer will assist Fife Council tenants in sustaining their tenancies when in arrears to the Council and by doing so assisting in the maximising of the rental income from Fife Council tenants.

The Rent Officer will maximise income by means of communication with tenants and liaising with Housing Benefits, Housing Area Teams and other Third Sector Partners. Rent Officers will work closely with our colleagues in the Housing Service to enable a joined up approach to tenancy sustainment and collection of rent arrears. They will ensure all income and expenditure is assessed correctly, rent payments collected in the most efficient manner and maintained along with the collection of arrears, overpayments and council tax.

This will be achieved by implementing legislation, guidance and procedures, correctly assess financial circumstances that will maximise income for both Fife Council and customers.

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<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>
<p>Liaising with Housing Benefits, Housing Area Teams, other Council Services and Third Sector Partners. Ensuring the DWP is kept up to date by our tenants in relation to changes in circumstances that affects their benefit entitlement. Working closely with colleagues in Housing for a joined up approach to tenancy sustainment and collection of rent arrears.</p>	<p>Educated to SCQF level 6, which includes Highers or SVQ level 3 or equivalent in a financial/customer service background</p> <p>Moderate experience in a financial/customer service area, dealing with customers by phone, face to face and correspondence (Work together – See ‘How We Work Matters’ Framework)</p> <p>Recognised relevant professional qualification e.g. IRRV, Housing SVQ3</p> <p>In-depth knowledge and expert understanding of the various relevant legislation and regulations</p>	<p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p>
<p>Providing expert advice to tenants in their home or Fife Council office, including advice relating to financial and non-financial based. Discuss and negotiate repayment of rent arrears and other monies owed to Fife Council including overpayments of housing benefit and council tax. Negotiating a payment plan, that will maximise income for Fife Council and be sustainable for the customer. Ensure correct decisions applied when taking recovery action and initiating legal proceedings.</p>	<p>Experience of maximising income and assessing income within a financial local authority</p> <p>Comprehensive understanding of the role and objectives of the service</p>	<p>✓</p>	<p>✓</p>
<p>Implementing legislation, guidance and procedures to correctly assess tenants financial circumstances which will maximise income for both Fife Council and our customers. Ensure all income and expenditure is assessed correctly, payments collected and maintained, and any arrears and/or overpayments are dealt with correctly.</p>	<p>Ability to provide an efficient and effective service</p> <p>Ability to interpret and understand and advise customers on relevant policy, procedures, regulations and legislation</p>	<p>✓</p> <p>✓</p>	
<p>Taking a proactive approach to managing workloads and engaging with our customer, including home visits and office interviews. Ensuring accuracy of workload, timescales are met.</p>	<p>Experience of dealing with and resolving customer queries and complaints</p>	<p>✓</p>	
<p>Working with legal services by providing detailed knowledge and recommendations that will assist in preparing cases for court action.</p>	<p>Ability to work confidently with a range of customers both internal and external (Focus on customers)</p>	<p>✓</p>	

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Operating and maintaining Council systems to control and monitor rent arrears.	IT skills (Embrace technology and information)	✓	
Managing and maintaining information held about tenants and tenancies in line with service procedures, information sharing protocols and corporate policies.	Ability to manage own workload and prioritise cases (Take ownership)	✓	
Being responsible for accuracy of own workload ensuring it is processed within set timescales and the correct decision applied in accordance with the legislation, regulations and guidelines set.	Analytical skills	✓	
Assisting with the implementation of new procedures and staff guidance as a result of various legislation/policy changes.	Ability to monitor, interpret and understand workflow and performance related targets	✓	
Supporting new colleagues in their development.	Communication skills	✓	
Identifying areas and assisting with the implementation of process improvements and where appropriate suggesting new ways of delivering quality services that meet the requirements of the Council's strategic aims and objectives. Participating and assisting with delivery of specialised projects related to service improvements.	Ability to demonstrate good planning, target setting and work throughput of self and others	✓	
Managing own performance and targets against key performance indicators in relation to debt management.	Ability to work under pressure and deliver to deadline (Deliver results)	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

**Additional tasks or responsibilities** – this is a generic role, however this particular job may also require you to undertake the following:

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## Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

**Before confirming appointment:** You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

### Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

### Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results