

Job Description

Job Title:	Income Advisor
Reporting to:	Income Advisor Team Manager
Department:	Income Services
Direct Reports:	N/A
Budget:	N/A
JD date reviewed:	May 2024
Job Level:	11

Job Purpose

To be responsible for maximising income within Eastlight through the effective recovery of all housing related debt.

Key Strategic Responsibilities

- To work with colleagues and key partners to help sustain tenancies and have a good knowledge of housing and welfare benefits
- To work in accordance with Eastlight policies and procedure to provide balanced and consistent approach to income collection

Key Functional Responsibilities

- To provide excellent service delivery on a dedicated income management patch, handling all accounts including debt and credit
- To agree and monitor affordable payment plans to clear all housing related debt
- To maintain good working relationship with Income Manager on designated patch
- To provide an empathetic approach to income collection and have awareness of safeguarding procedures
- To work in accordance with the court protocols
- To provide excellent customer services via various contact methods, including face to face
- To provide basic budgeting advice and signpost or refer to other agencies where appropriate
- To maximise income for tenants by providing basic advice on welfare benefits and to make referrals to Eastlight Welfare Benefit Advisors, where appropriate
- To maintain good working relationships with key partners, both internal and external
- To have a proactive attitude and provide innovative solutions to problems
- To take ownership and responsibility for designated patch, related workload and targets set
- To contribute to the development of income related procedures

Person Specification	
Education & qualifications	<ul style="list-style-type: none"> GCSE levels 9-4 in Maths and English or equivalent level of numeracy and literacy skills
Experience	<ul style="list-style-type: none"> Experience of the collection of debt and management of accounts Relevant experience in a customer facing role Experience in the housing sector
Knowledge and Skills	<ul style="list-style-type: none"> Knowledge of debt collection To work on own initiative whilst also being part of a wider team Ability to build and maintain good working relationships, internally and externally Demonstrate proven excellent verbal and written skills To possess excellent time management skills Proven track record of achieving targets and meeting deadlines Have a flexible, enthusiastic, and customer-centric approach to problem solving Excellent working knowledge of IT systems (Microsoft, CRM system) Awareness of the importance of Equality, Diversity, and Inclusion Awareness of the Welfare Benefit system and supporting agencies Have a clear understanding and embrace the principles of community gateway