

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