

Income Officer Job Profile

Job title: Income Officer

Grade: Level 3 Zone 2

About Camden

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

The ambition set out in We Make Camden is that everyone in Camden should have a place they call home, and the vision for Housing Services is to work deep into our neighbourhoods and within our communities to plan and continuously improve our services with people who use and rely on them, to deliver those services in an informed and responsive manner, and to ensure that provision of safe, secure and sustainable housing is a key pillar of Camden's work to increase social equality and achieve the best outcomes for Camden residents.

In addition to focusing on the management and development of Council homes, we are going further in our efforts to provide services in our communities. This means more engagement with people who live on our estates in our neighbourhoods, to make sure that our offer as a landlord is joined up with other key Council services such as Adult Social Care, Community Safety and more.

About the role:

You will be providing a person-centred housing income collection service across the borough which will include:

- Responsibility for income collection for Camden's housing stock, from early intervention and debt prevention to initiating possession proceedings, preparation of legal papers and attendance at court, execution of warrants and attending evictions.
- Responding to customer enquiries relating to housing income identifying opportunities for early intervention and prevention of arrears.
- Taking payments over the phone.

About you

We're looking for someone who is enthusiastic about our ambition to make Camden the best place to live and work. Above all, you will be passionate about ensuring that services are delivered in a relational way, with the best outcomes for residents at its heart.

In addition:

You are passionate about housing equality: You believe everyone has the right to a home that is decent, safe and warm, and to feel part of Camden's community.

You are proactive: You take action to address problems and support people as early as possible. You create change where change is needed, rather than waiting for change to happen and reacting to it.

You keep services accessible: You believe in working to make services approachable, transparent and easy – going the extra mile to meet the diverse needs of residents. If there is something you can't help with, you will find someone who can.

You take a caring approach: You listen, understand and have others' concerns in mind. You are happiest when residents are.

You believe in doing things together: Collaborating and connecting are at the heart of what you do, ensuring no one gets left behind. You know that residents are the experts on the housing and services they want and need, and you make sure they are heard in the work that you do.

Here at Camden, we are committed to ensuring everyone has a place they can call home, the services you and your team deliver to our residents will recognise that as a landlord we are more than just bricks and mortar.

Skills Framework:

Managing and monitoring housing income accounts delivering a proactive customer focused income collection function, with early intervention for people facing arrears, using support and recovery tools to promote and encourage tenancy sustainment.

Using judgement to manage accounts including assessing individual circumstances to negotiate repayment plans or escalate cases to legal action, initiating repossession action and/or making referrals to Legal services.

To be responsible for meeting targets and objectives which maximise rent collection, analysing data to assess the best action to meet annual collection targets arrears reduction while taking account of the individual needs of tenants.

Understanding of Welfare Benefits and how these are administered to assist customers with their claims to maximum rental income.

Early intervention: Helping to prevent issues arising for residents, intervening early to offer support and let residents know about any other services they may benefit from, and how to access them.

Safeguarding: Understanding that safeguarding is everyone's responsibility. Taking an active role in protecting residents' health, wellbeing, and human rights; enabling them to live free from harm, abuse and neglect.

Accessible communication: Speaking with residents in a kind and helpful way, using compassionate and person-centred approaches. Conveying information clearly, listening actively and resolving conflicts, being responsive and flexible. Building positive relationships with the local community, understanding diverse needs.

Equality, diversity and inclusion: Championing the council's ambition to make Camden a more equal, diverse and inclusive borough. An understanding of and respecting diverse cultural backgrounds, norms, and practices. An understanding of

how to effectively engage with residents and stakeholders from various communities and promote inclusivity among team members and residents.

Joined-up working: Working in a joined-up way with other teams, to act as one Camden style Council. Engaging positively with external partners, residents, colleagues, community members and working together putting residents at the heart. Keeping accurate and clear records, so colleagues can access all the information needed. Sharing and acting on feedback from residents, to keep improving our services.

Data, digital and systems: Working with relevant software and information systems used in housing management, including databases, property management software, and communication tools, essential for efficient operations.

Knowledge of housing policies and legislation: Knowing about the legal and statutory frameworks behind the services we deliver.

Financial awareness: Making financial decisions with budgets in mind. Working in a smooth and joined up way which promotes financial efficiency.

Key relationships

The postholder will work with other services to ensure action is appropriate and proportionate to promote tenancy sustainment, including but not limited to Housing Management, Welfare Benefit and Legal and Court services.

Work environment

The postholder will work flexibly but based at our offices at 5 Pancras Square, London, N1C.

People management responsibilities

The post holder will report to an Income Team Leader.

This role does not have direct line management responsibilities.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine our corporate services, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk.

Is this role politically restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden click [here](#).

Diversity and inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those

of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click Diversity and Inclusion for more information on our commitment.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK

(www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would

like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C