Role profile

**Rent Advisor**

**Our values:**

**We are dedicated, respectful, collaborative. We are Milton Keynes City Council.**

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| **Service** | Housing Income – Revenues and Benefits (Housing Income) |
| **Reports to** | Housing Income Team Leader |
| **Job family** | Professional and Technical |
| **Grade**  | D |
| **Political restricted?** | N |
| **DBS required?** |  |
| **Date**  | January 2024 |
| **JE Code** | JE1065 |

Key deliverables

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| **1** | To maximise the collection of rent, arrears and other sources of housing related income and reduce the overall level of debt owed to the Council to help maintain the viability of the Housing Services.  |
| **2** | Ensure incoming calls and post are dealt with. Act as the focal point of the service in terms of telephone-based case handling, providing an effective and customer focussed service, and proactively pursuing payment of arrears either by phone or other forms of contact. |
| **3** | Proactively monitoring rent and other accounts and take the necessary action in line with policies and procedures. Make appropriate and reasonable payment arrangements, including addressing tenancy and social issues with residents, signposting, and making referrals as appropriate. |
| **4** | Assist tenants in maximising income and give advice on the recovery process or where appropriate, refer to welfare services, empowering and signposting residents to find solutions and appropriate support. |
| **5** | Work with residents and provide accurate advice on arrears recovery, identifying issues and working with residents, colleagues, and partner agencies to reduce the risk of escalation and tenancy failure. This will include understanding and working empathically with people through complex situations. |
| **6** | Assist with customer enquiries at the Magistrates and County Court in order that customer queries may be resolved, where possible, prior to the court hearing. |
| **7** | Provide administrative support to the Team, including support with enquiries from customers and other council departments. Ensuring records are accurately maintained, including data held on Housing Benefit claims or other benefits, Direct Debit records are maintained and updated annually or when required, and general housekeeping of records and data |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and city council wide needs*

**Essential requirements** Key skills, expertise, and qualifications

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| **1** | NVQ Level 2 in Business Administration/Customer service or equivalent experience of working in a customer front facing role |
| **2** | Some demonstrable exposure to tenancy debt recovery management. The ideal candidate will have a Housing Income background or knowledge in this area |
| **3** | Demonstrating an empathic and robust approach to managing rent recovery from a wide spectrum of people, with ability to adapt communication style to suit different situations. |
| **4** | Proven excellent interpersonal skills to work effectively with multi professional teams and able to meet challenging deadlines and delivering under pressure. |

Job family

**Professional and Technical (Grade D)**

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| **Colleague expectations*** Be professional at all times
* Work together for the good of the team, city council and local people
* Promote a supportive culture
* Challenge assumptions
* Take ownership
* Be willing to change and do things differently
* Always work in a safe manner
 | **Manager expectations*** Be a role model by displaying positive behaviours at all times
* Make well-considered decisions
* Support, coach and communicate with my team
* Be accountable for my team’s performance
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Professional and Technical job holders rely upon their deep knowledge of the specialism or discipline in which they work to carry out vital tasks and provide authoritative advice to others. Often developing within recognised career paths, their evolving expertise sees them bear increasing responsibility for managing city council assets, the development of policies and procedures and the strategic direction of the functions they support.

This element of the profile, taken from the job family descriptor for this grade, provides a general understanding of the level of work and demands required.

**Role characteristics**

At this level roles solve varied problems and have a work horizon several weeks ahead. They are proactive in seeking solutions to unexpected issues and their experience allows them to work independently within the limits of their team responsibility.

**The knowledge and skills required**

Well versed in the complex technical procedures of their specialism, job holders will have undergone dedicated formal education/training in the development of their expertise. This level is also appropriate for those with graduate level qualifications conferring a theoretical understanding of their field, but without a great deal of specific experience.

While the majority of roles will have demands for manual dexterity in relation to typing and similar functions, other jobs will use a range of equipment requiring precision in their use and handling.

**Thinking, planning and communication**

Job holders will need to make judgements as well as creative choices related to the tasks they carry out and the advice or guidance they give others. Problems are likely to crop up quite regularly and their solutions will come from both standard practice guidelines and reliance upon job holders’ technical expertise in their particular discipline. Job holders will deal with many day-to-day issues but will also be required to plan ahead several weeks ahead to achieve personal and team goals.

The terminology used within job holders’ specialism can be a barrier to communication, so job holders will need to exercise their interpersonal skills to effectively exchange factual information with a range of audiences. Job holders will help others understand issues and make choices, guide and advise, offer choices and suggest alternatives.

**Decision making and innovation**

Job holders enjoy some autonomy in determining the best practical approach to meeting goals and targets. Although working in a team context where working to recognised procedures ensures consistency, they will need to respond independently to unexpected problems and situations, referring particularly unusual or difficult issues to a manager.

**Areas of responsibility**

At this level, rather than provide a straightforward service to others, job holders will need to carefully assess their specific needs and tailor their response appropriately. Alternatively, some roles will be responsible for implementing regulations in such areas as public health, housing or democratic governance.

There will be no supervisory responsibility at this level, but job holders may assist with the orientation of new starters, volunteers or students.

Given the diversity of jobs, the specific nature of responsibilities will depend upon the needs of the team. They are likely to be either financial accountability at the level of regular cash handling or monitoring/spending from an agreed budget or the careful use and maintenance of significant Council assets such as vehicles, equipment, information and resources.

**Impacts and demands**

Tasks and duties will be generally carried out in a sedentary position but there will always be a requirement for standing and walking from time to time, and the occasional need to lift or carry items.

The problem solving and decision-making elements of these jobs mean that job holders require lengthy periods of enhanced mental attention to attend to duties, while also dealing with deadlines, interruptions and conflicting demands.

Duties will not require job holders to develop and maintain working relationships with people who, through their circumstances or behaviour, place particular emotional demands on the job holder.

Many Professional and Technical job holders find themselves exposed to some disagreeable, unpleasant or hazardous working conditions. Particularly when the needs of their specialism require them to work on external sites exposed to the weather, in or around refuse and waste plant, close to particularly noisy machinery and in similar environments. Other jobs, such as enforcement roles, may also see job holders exposed to verbal abuse and threatening environments. In all cases, job holders will minimise risk and conform to health and safety regulations to mitigate any negative effects of such exposure.