

TAFF

We deliver great homes and services
and support communities to thrive.

Taff is responsible for over 1,500 homes across Cardiff and we provide support services to people across four local authorities in South East Wales.

We develop and deliver reliable services. Building and maintaining quality homes, working with local communities and building long-term partnerships.

As we continue to grow, we'll continue to use our position of influence to create positive change.

Our Values

We inspire
Trust



We are
Ambitious



We are always
Learning



We are
Kind





We have an exciting opportunity for a highly motivated individual with a passion for delivering high levels of customer service and performance to join our Income team. If you'd like to join a forward-thinking organisation with great benefits and good career opportunities then we'd love to hear from you.

This pivotal role will help us achieve our vision of providing great homes and services through supporting our tenants to manage their rent and finances effectively, allowing them to thrive in other areas of their lives. The role holder will support the team to provide a proactive and customer focused service that achieves great outcomes for our tenants.

You will need to be flexible and able to achieve results as well as be a great team player and colleague. We're looking for an enthusiastic person to help support the Income Team to overcome challenges, achieve great outcomes and continually improve our services.

THE ROLE

Role title:	Senior Income Officer
Responsible to:	Income Manager
Responsible for:	Income Officers
Team:	Income Team

What you'll do:

The Senior Income Officer provides expert advice and guidance to team members ensuring an effective, proactive and customer focused income collection service, balancing prevention, support and recovery.

You will work effectively under pressure and to meet deadlines and targets. Put forward new ideas, constructively challenge the status quo and embrace change. Most importantly you will be passionate about people, go above and beyond to make a positive impact on customers.

The role also requires the post holder to report to the Income Manager on rent collection performance for the team as well to assist with the effective delivery of the rent collection strategy.

What you will be responsible for:

- Engage with tenants to improve and develop services to achieve great outcomes and feedback.
- Take ownership for all cases within a specific area and deliver a broad range of preventative measures, making contact through various methods as preferred by individual customers
- Ensure that advice, information and guidance is easy to understand and provided when appropriate
- Actively assist customers with their rent related claims including housing benefit and Universal credit in order to maximum rental income
- Ensure a restorative approach is embedded throughout all interactions
- Complete income and expenditure forms to implement sustainable and affordable payment plans
- Promote various payment methods and work with customers to reduce the likelihood of missed payments.
- To provide basic debt counselling advice and to complete referrals to the necessary agencies.
- Build and maintain relationships with external agencies

- Analyse and achieve high performance within your area and change approaches to meet key performance measures and achieve successful outcomes.
- Prepare legal documentation and represent the organisation at court. Arrange and attend evictions
- Support Taff's commitment to Increase participation through attendance at community events, promoting and publicising the work of the Income team
- Work with team members to Improve our services and offer guidance and support across all areas of service delivery
- Deputise for the Income Manager when absent
- Be a positive leader in the team, offering trust, supporting Independence and actively seeking out new and Innovative ways of delivering services.

THE PERSON

Essential Skills, Experience and Qualifications:

- Experience in managing people
- Experience of Microsoft Office packages such as Office 365
- Understanding of the challenges affecting Inner city multi-cultural areas or other working with vulnerable groups
- Up to date knowledge of housing legislation and legal framework
- Up to date knowledge of welfare and benefits related to housing
- An ability to communicate effectively with a range of client groups at all levels
- Ability to remain calm, polite and to work effectively under pressure
- Excellent negotiation and persuasion skills
- Completely committed to delivering a service that respects and responds to diverse requirements and needs
- Have a zero-tolerance approach to discrimination of any kind and actively anti-racism in service delivery
- Good organisational skills
- Drive, resilience and perseverance
- A positive outlook, identifying areas of weakness as opportunities to improve
- Confidence in interpreting and presenting data to demonstrate performance

We'd also like you to:

- Be digitally savvy
- Be fluent in a community language other than English
- Have a Housing Qualification at HNC level or above or a qualification via the Chartered Institute of Housing.
- Have familiarity with working in a restorative fashion

We ask all Taff employees to:

- Keep up to date with changes in systems, policies, procedures and working practices
- Take ownership for your personal safety and that of those around you
- Take the opportunity to develop your skills and knowledge
- Contribute to a happy and positive workplace and actively participate in Taff company life

*This job description is indicative of the range of current duties and responsibilities for the post. It is not comprehensive. This post is expected to develop over time with the skills and knowledge of the post holder and it is essential therefore, that it is regarded with a degree of flexibility, so that changing needs and circumstances can be met. All changes will be discussed with the post holder.

CONDITIONS OF SERVICE

Salary: £35,009 per annum

Contract type: Permanent

Working Week: 35 hours a week normally Monday – Friday.

Flexible working available in accordance with our work life balance policy. Should business needs change, you may be expected to work at our other sites.

Location: We all work in an agile way and this role can be delivered as part of a blended approach requiring some location working at our Head Office at Alex House, Canton, Cardiff CF5 1JD.

Colleague Benefits:

- 4 extra concessionary days and public bank holidays.
- Defined Contribution SHPS Pension scheme with a maximum contribution of up to 9.25%.
- Enhanced sick and maternity pay
- Simplyhealth cash plan covering optical, dental, chiropractic treatment and more.
- Permanent Health Insurance through Canada Life.
- 'WeCare' service through Canada Life for employees and their household giving access to GP consultations, specialist counselling and many other services
- Employee Assistance Programme through LifeWorks
- Business Mileage expenses will be reimbursed when using your own motor vehicle for use on official journeys.

Checks: DBS and reference checks required. Appointment will be confirmed only upon satisfactory response.

Probationary Period: 6 months

To apply for this post and to view all our current vacancies please visit:

<http://www.taffhousing.co.uk/vacancy/>.

Closing date: Thursday 24th November 2022 (9am)

Interview date: Friday 2nd December 2022