

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



Advert

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. In addition, the post holder must be fluent in a community language such as Arabic, Somali, Bengali etc and have experience and understanding of the different BAME communities in Cardiff.

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.

We welcome any questions in advance of an application, so please get in touch with Michael Thompson - michael.thompson@taffhousing.co.uk or Lauryn Sturges lauryn.sturges@taffhousing.co.uk, if there's something that matters to you that we haven't quite covered.

Role: Income Officer

Responsible to: Senior Income Officer

Team: Income Team

What you'll do...

Provide an effective, proactive and customer focused income collection service, balancing prevention, support and recovery. Work effectively under pressure, 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.

What you will be responsible for

- Take ownership for all cases within a specific geographic area and deliver a broad range of preventative measures by catering to a variety of contact options as preferred by tenants.
- Ensure that advice, information and guidance is provided in a timely and easy to understand format.
- Actively assist tenants with their rent related claims, including housing benefit and Universal credit in order to maximum rental income.
- Complete income and expenditure forms to implement/support sustainable and affordable payment plans
- Promote various payment methods and work with tenants to create interdependence and 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 performance within your area and change approaches to meet key performance measures.
- Prepare legal documentation and represent the organisation at court including arranging and attending evictions
- Support Taff's commitment to increase participation through participating in community events, promoting and publicising the work of the Income Team.
- Ensure a PIE approach is embedded throughout all interactions

The Person

Knowledge, Skills and Experience

Essential

- Fluent in a community language such as Arabic, Somali or Bengali etc
- Experience of Microsoft office packages - Office 365
- Experience of working in a housing related field.
- Good understanding of the challenges affecting Inner city, multi-cultural areas or working with vulnerable groups.
- Up to date knowledge of housing legislation, legal framework, housing welfare and benefits related to housing.
- Excellent written and verbal communication skill, with the ability to effectively communicate with a range of client groups.
- Excellent in negotiating and influencing people.
- Committed to delivering a service that respects and -caters to the diverse requirements and needs of our tenants.
- Zero-tolerance approach to discrimination of any kind and actively inclusive in-service delivery.
- Well Organised and detail oriented with high resilience and goal focused.
- Possess an overall positive outlook to learning and growing.

Desirable

- A Housing Qualification
- Familiar with the concept of psychologically Informed environments

You'll also need to be:

- Digitally awareness, able to use Taff's latest technology / kit.
- Comfortable to work in an agile environment, with a focus on 'getting the job done'.
- Actively anti-racist and tackle all types of discrimination, not just for our tenants, but for our colleagues too. Bewelcoming and celebrate differences.
- Actively contribute and be part of creating an awesome Taff culture.

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

*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

Annual salary £33,212

Contract type Permanent

Working Week 35 hours a week, Monday to Friday.
Agile working 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:

- ▶ 25 days annual leave. Extra 1 day leave after 5 & 10 years' service – total of 27 days.
- ▶ 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.

To apply for this post please send your CV to careers@taffhousing.co.uk stating the job reference number. Please also ensure you complete the [Equal Opportunities Form](#) by [clicking here](#).

Closing date: Monday 26th February 2024 at 9am

Interview date: Wednesday 6th March 2024