**BRIGHTON & HOVE CITY COUNCIL**

**JIN3705**

**JOB DESCRIPTION**

**Job Title: Income Adviser**

**Reports to: Income Services Manager**

**Department: Environment Development & Housing**

**Section: Income, Involvement & Improvement**

**Purpose of the job**

To maximise rental income to the Housing Revenue Account in order to ensure the provision of high quality Housing Management services.

To provide support to tenants where tenancies are at risk due to arrears and promote financial inclusion in order to mitigate the impacts of welfare reform.

To carry out a range of core support functions to facilitate the work of the team.

**Principal Accountabilities**

1. To provide customers with advice and assistance to prevent and manage debt and access money advice. This will include providing a customer focussed front line enquiry response service and participating in a duty telephone rota.
2. To respond to verbal enquiries and routine correspondence from customers within agreed timescales.
3. To carry out financial health checks with customers in order to raise awareness of the availability of financial products and services, offering advice on financial literacy, debt prioritisation, rent arrears clearance and income maximisation.
4. To provide up to date advice on housing and welfare benefits in order to maximise tenants’ income and minimise rent loss and where applicable to carry out benefit interviews with tenants to ensure that claims can be processed without delay. This may involve visiting tenants at home.
5. To assist vulnerable tenants by making referrals to support services and liaising with support workers and other staff in order to maximise income and prevent arrears from accruing.
6. To work within the team to provide support to ensure service priorities and performance targets are met.
7. To liaise with other Housing teams, council departments and external organisations to build and maintain excellent working relationships.
8. To carry out a wide variety of administrative functions to support the work of the team including preparing write offs, inputting data, taking payments, and promoting alternative payment methods.
9. To promote continuous improvement by keeping up to date with financial inclusion initiatives and welfare reform.
10. To ensure that all policies and procedures are applied in a fair and consistent manner
11. To promote the service and the council positively at all times.
12. To assist and participate in the training and job development programmes of the department. To actively update knowledge in terms of changing priorities, legislation and new developments.
13. To ensure adherence to the Council's Health and Safety Policy particularly with regard to agreed codes of practice and safe methods of work.
14. The postholder must implement the council's Equalities Policy and must carry out his/her duties with due regard to this policy.

The list of duties in the job description should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with your job and as a term of your employment you may be required to undertake various other duties as may reasonably be required.

Your duties will be set out in this job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job. You will be consulted about any proposed changes. Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description.

**BRIGHTON & HOVE CITY COUNCIL**

**PERSON SPECIFICATION**

**Job Title: Income Adviser**

**Department: Environment Development & Housing**

**Section: Income, Involvement & Improvement**

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| **CRITERIA** | **ESSENTIAL CRITERIA** |
| **Job-related Education, Qualifications and Knowledge** | * Educated to NQF level 2 or equivalent experience * A knowledge of housing legislation, policies and procedures that relate to rent and arrears collection. * A knowledge of welfare benefits as they relate to council tenancies. * An awareness of financial inclusion. * Knowledge of the needs of disadvantaged, under-represented or excluded sections of the community |
| **Experience** | * Experience of working within a diverse customer focused environment * Experience of maintaining effective administrative systems, collating and recording information accurately |
| **Knowledge, Skills and Abilities** | * Excellent interpersonal skills and ability to promote a caring, positive, unbiased attitude towards service users. * Excellent communication skills including the ability to convey complex information effectively and clearly to a wide range of people, individually and in groups, both orally and in writing. * Excellent numeracy skills and confidence in handling financial information. * Good ICT skills * Ability to work without close supervision, prioritising work and meeting deadlines * Ability to prioritise workload in a busy working environment in order to achieve targets and meet deadlines. * Ability to deal with sensitive personal information in an ethical and legally compliant way. |
| **Equalities** | * To be able to demonstrate a commitment to the principles of equalities and to uphold and carry out the duties of the post with due regard to the council’s Equalities and Equality in Employment policies. * Commitment to promoting financial inclusion and reducing social inequality. |
| **Other Requirements** | * To be able to work outside normal office hours. * Must be able to complete home visits and to work alone as required. |