
Job Description

Title:	Rent and Income Officer
Salary:	FTE £28,000, 25 hours per week pro rata
Responsible to:	Service Manager

Role Overview

KCAH is an award-winning homeless charity in Southwest London, providing support to local people experiencing homelessness and housing issues.

KCAH leases 11 HMO's in and around the borough of Kingston as part of its long-standing supported accommodation project. Offering support to people who have been or who are currently homeless. A team of Asset Coaches provide support to the residents, and a Property Services Officer maintains the buildings and repairs.

This team requires an experienced Rent Officer to have oversight of our tenants' rent and bills accounts, maintaining high standards across our accommodation portfolio, including supporting those who may find it challenging to maintain priority payments. At KCAH we work within a Strength based ethos, understanding the trauma of homelessness and work to build a person's self-worth with the aim of breaking the cycle of homelessness.

Role Responsibilities

1. Key Responsibilities

- a) Monitor all tenants rent/bills accounts and identify any missed payments or cases in arrears by using our housing management system
- b) Early intervention, engaging with all residents in low level rent/bills arrears to prevent escalation
- c) Approve and monitor adherence to affordable repayment plans, whilst joint working with the Resident Support Team to implement relevant supportive measures for tenants who are experiencing financial hardship
- d) Signpost and refer people to external agencies for specialist money and debt advice where necessary
- e) Visit people that fail to engage with KCAH's Rent and Bills policies
- f) Issue warning letters in line with KCAH policies and procedures
- g) Annual rent and service charge setting across the portfolio of tenants
- h) Issue rent and service charge letters and statements
- i) Calculating and entering all rent/bills charges onto the financial system, ensuring that all

rents are monitored

- j) Prepare legal papers for cases escalated to court proceedings
- k) When necessary, confidently overseeing the legal procedure for evicting tenants
- l) Enforcing KCAH's relevant financial policies & procedures when necessary
- m) Working closely with other KCAH departments, such as the Resident Support Team, the Finance Team, the Fundraising Team and the Communications Team
- n) Create, maintain and share monthly reports on accounts with the Senior Management team for review

General

- a) Understand, uphold and work within the ethos, aims and objectives of KCAH
- b) Represent the organisation, raise its profile and promote its cause
- c) Contribute positively and constructively to team meetings and other management initiatives
- d) Prepare for and participate in supervision and appraisals as required by the organisation. Maintain professional and personal self-awareness. Identify own training and professional development needs
- e) Provide written records and reports as required by the organisation
- f) Travel as needed to attend meetings, training courses, conferences and other events

Essential Skills and Experience:

- a) Strong IT skills, being able to confidently use Word, Excel, Sage and other CRM databases
- b) Excellent communication skills, verbal and written
- c) A strong understanding of welfare benefits (particularly Housing Benefit and Universal Credit)
- d) A broad understanding of housing law, Landlord and Tenant legislative requirements, eviction procedures (Section 21 and Section 8)

Desirable Skills and Experience:

- a) Experience of delivering services for supported accommodation
- b) Good project management skills
- c) Experience of working with external agencies such as the local authority, DWP, housing solicitors, etc.

This job description covers the range of duties and will be reviewed from time to time. It is KCAH's aim to reach agreement on changes but if an agreement is not possible, KCAH reserves the right to change this job description.

We positively encourage applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity. As an organisation, the charity is committed to creating and maintaining a diverse and inclusive workforce and value the skills, abilities, talent and experiences, different people and communities bring to the organisation.

Within the confines of legislation and as a condition of being able to commence employment with KCAH, the successful candidate will be required to provide documentation to prove that they are able to work in the UK. Such documentation will include one or more of the following, as appropriate – NI number, birth certificate or British passport, certificate of registration or naturalisation as a British citizen or passport/documentation evidencing citizenship of a European Union country.