

## JOB DESCRIPTION

**Job Title**                    **Housing Assistant (Rents)**

**Responsible to:**    **Team Leader - Rents**

**Hours:**                    **35 per week**

### OBJECTIVES OF THE POST

The post-holder will work closely with the Team Leader and the rest of the Rents Team to deliver an excellent service to the Association's tenants. The post holder will be responsible for the full range of duties in relation to the rent account and arrears control.

### PRINCIPLE DUTIES

The post-holder will:-

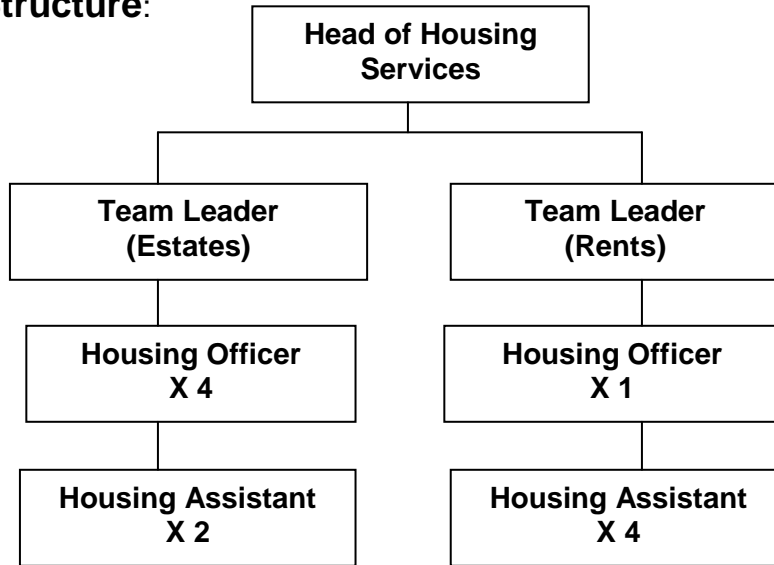
- Manage a patch and implement arrears control measures within the patch and implement the rent escalation policy.
- Processing rent payments
- Liaise closely with the Welfare Rights team to maximise benefits and assistance for tenants.
- Carry out administrative tasks in relation to Housing Benefit / Supporting People / Arrears Control as requested by the Line Manager.
- The post holder will be expected to prepare current rent arrears cases being referred for court action.
- Manage all former tenant caseload in line with the Association's Former Tenant Arrears Policy.
- Manage all current & former credit accounts, if applicable.
- Assisting with the preparation of all arrears cases (housing benefit overpayments, court costs etc) for the solicitor when legal action is required.
- Collate statistical information for the Housing Services Sub-Committee.

- Contribute to achievement of performance targets.
- Help in the preparation of appropriate monitoring reports.
- Assist in the preparation of Board reports and attend meetings if required,
- Be required to carry out any other duties as and when these arise

## **GENERAL**

- The Association currently operates a flexi-time system.  
(The current hours of opening are 9.00am - 5.00pm)
- You may have to attend meetings and training events outwith normal working hours.
- Deliver services in line with the Association's policies and procedures.
- Any other duties as and when required.

**Position in Structure:**



**Reward, incentive, conditions:**

**EVH Grade 5 PA13 – PA16**

35 hour working week over 5 days a week, Monday to Friday 9.00am – 5.00pm.

Salaried position with 25 days annual leave plus 15 days public holidays.

Company Pension scheme.

**Person Specification: separate document**

**Any special circumstances or planning issues:**

Job Holder: .....

Issue Date: .....