

# Income Management Officer



<b>Location:</b>	Hybrid working , with office and national site attendance required
<b>Reporting to:</b>	Income Management Coordinator
<b>Contract:</b>	Permanent, Subject to a six month probationary period
<b>Salary Range:</b>	€37,925 - €50,964
<b>Hours:</b>	37.5 hrs hours per week over 5 days
<b>Leave:</b>	26 days
<b>Pension:</b>	Available on completion of probation
<b>Travel:</b>	The post requires a valid driving license and the use of a car for business purposes. Expenses policy applicable
<b>Head Office:</b>	Phoenix House, Castle Street, Dublin 2

**The Organisation:** Circle Voluntary Housing Association was set up in 2003 and is a leading provider of social housing in Ireland. Our vision is to make a real difference by delivering quality homes and innovative integrated housing solutions to individuals and families in Ireland. We are passionate about our people and the delivery of a tenant first service.

Our team members are the secret element of our success. Their experiences, competencies, values, knowledge, and perspectives are greatly valued and have significantly contributed to Circle delivering over **2,500 homes**. They deliver services to **over 5,000 people** and help **create thriving communities**.

*We are dedicated to finding the right people who embrace our purpose, vision, and values. In return we will support you to learn, grow and excel in an exciting, flourishing, diverse organisation. We are committed to fostering an inclusive and collaborative work environment, which values every person who works with us and all of those who live in our homes and communities.*

*Reflecting the growing diversity of the communities in which we work, we welcome applications from people of all cultures, nationalities, genders, members of the LGBTQ+ community and any background traditionally marginalised in society.*

## **The role:**

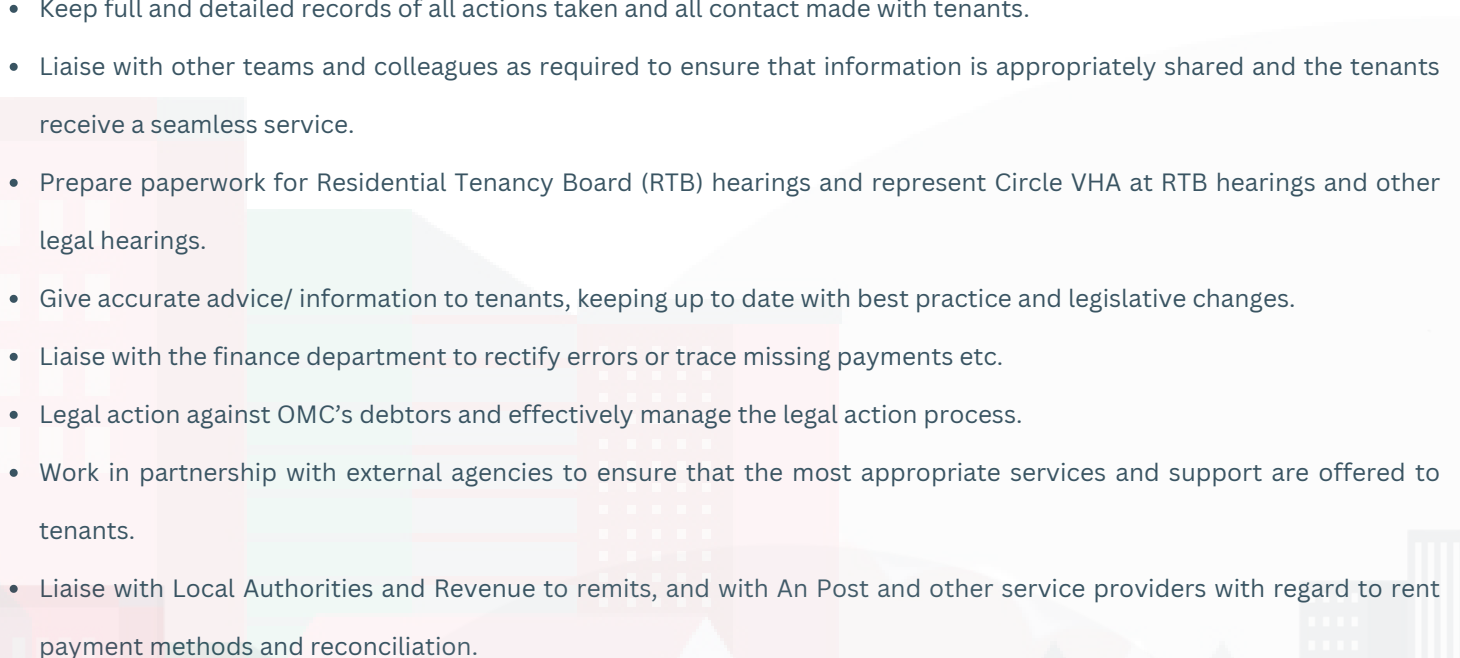
You will be responsible for collecting rent, service charges and sundry debts owing to the organisation and Owner Management Companies as efficiently and effectively as possible. There is significant individual responsibility for managing workload, early identification of arrears and intervention. We take a “support followed by enforcement” approach to income recovery, recognising that some of our tenants may require guidance and advice around managing money or be signposted to appropriate services.

## Key Responsibilities

### Arrears prevention:

- To ensure that all tenants understand their responsibility to pay rent and service charges on time.
  - Work with tenants to maximise their income, ensuring that they are receiving all benefits to which they are entitled.
  - Offer advice and debt counselling, referring to specialist services where necessary.
  - Contribute to any organisational pre-tenancy initiatives aimed at understanding a new tenant's ability to pay their rent and sustain their tenancy.
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### Income Collection:

- Work individually and as part of the Income Management Team to maximise rent collection and control arrears, by phone, letters, emails and on-site visits.
  - Build and maintain relationships with all tenants in arrears and accompany Tenancy Services Officers to visit tenants in severe arrears to discuss payment plan/options.
  - Assess tenants rent using appropriate rent, policies and income details.
  - Pursue current and former tenancy rent and service charge arrears.
  - Pursue service charges owed where Circle VHA are acting on behalf of the management company or owner.
  - Pursue sundry debts and tenant recharges.
  - Keep full and detailed records of all actions taken and all contact made with tenants.
  - Liaise with other teams and colleagues as required to ensure that information is appropriately shared and the tenants receive a seamless service.
  - Prepare paperwork for Residential Tenancy Board (RTB) hearings and represent Circle VHA at RTB hearings and other legal hearings.
  - Give accurate advice/ information to tenants, keeping up to date with best practice and legislative changes.
  - Liaise with the finance department to rectify errors or trace missing payments etc.
  - Legal action against OMC's debtors and effectively manage the legal action process.
  - Work in partnership with external agencies to ensure that the most appropriate services and support are offered to tenants.
  - Liaise with Local Authorities and Revenue to remit, and with An Post and other service providers with regard to rent payment methods and reconciliation.
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## Tenant Engagement and Satisfaction

- Work with colleagues, tenants and partners to develop meaningful opportunities for tenant engagement.
  - Encourage and support tenant groups and attend meetings as required.
  - Carry out, participate in and undertake tenant satisfaction surveys with tenants.
  - Promote successes and good news stories.
  - Ensure a positive and professional image is displayed at all times.
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## General

- Provide all services having due regard to the regulatory framework.
  - Ensure that up-to-date and accurate information is maintained on all IT systems.
  - Contribute to developing service plans, team and individual targets and attend and positively contribute to meetings.
  - Liaise with all teams as required to ensure the information is appropriately shared and that tenants receive a seamless service.
  - Provide cover for annual leave or sick leave for other team members.
  - Carry out all duties observing Circle VHA's policies and procedures.
  - Undertake any other duties that are reasonably commensurate with the level of this post.
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## Key Competencies

- Rent and service charge income management
- Customer care management
- Delivering against agreed targets
- Team working
- Excellent time management skills
- IT skills [Word, Excel, PowerPoint]
- Communication Skills
- Brand Integrity



## Person Specification

Candidates will be shortlisted based on illustrating in their application that they fulfil the following criteria. Examples that demonstrate the ability to fulfil the criteria should be included as well as the below competencies.

<b>Education and Work Experience</b>	<b>Essential</b>	<b>Desirable</b>
Relevant third level qualification in housing or related subject		✓
1 year min. working in a similar environment in housing/residential property	✓	
1 year min. working in income, finance, accounts, debt recovery	✓	
1 year min. experience of working in a customer service environment	✓	
Experience of working with vulnerable customers		✓
Application of in-house, multi-discipline IT packages	✓	
<b>Key Knowledge and Skills</b>	<b>Essential</b>	<b>Desirable</b>
Demonstrable understanding of the social housing sector		✓
Demonstrable understanding of best practice in income collection	✓	
Understanding of RTB processes and requirements		✓
Knowledge of welfare benefits	✓	
Ability to prioritise, work to deadlines and meet targets	✓	
Able to form and maintain good working relationships at all levels, internally and externally	✓	
Able to resolve, anticipate and prevent problems	✓	
Able to take responsibility, working independently and flexibly	✓	
Effective negotiating skills	✓	
Excellent communication skills and an open and motivated approach to work	✓	
Excellent organisational skills	✓	
High level of written English, including ability to write and present reports	✓	
High of level of numeracy	✓	
Proficient use of common IT packages, including Microsoft Word and Excel	✓	
A second language/multi-lingual		✓

**This job description is not restrictive and will be subject to periodic review.**

## Employee Benefits



26 days of annual leave



Increased annual leave entitlement with length of service



Paid sick leave



Annual salary increments



Company Pension Scheme



Hybrid working options



Death in Service Benefit



Personal Milestone Gifts



Further Education Assistance



Employee Assistance Programme



Paid maternity leave



Paid adoption leave



Paid paternity leave



Early miscarriage leave



Fertility Leave



Additional parents leave payment



Tax Saver Commuter Tickets



Bike to Work scheme

Some benefits subject to T&C's\*

