



Worthing Homes

people • communities • opportunities

Helping people create sustainable futures

We believe that good quality affordable housing is the foundation required for so many other things that we all depend on but may take for granted – security, education, health, work and support networks.

It's much more than bricks and mortar – it's about people, communities and opportunities.



Income Recovery Officer

37 Hours per week

£29,317.00

Being customer focused and having the right attitude, drive and enthusiasm are key ingredients for this role. You will be a qualified and an experienced professional with drive, organisational ability and vision. Our customers are at the heart of everything we do. We strive to obtain a high level of commitment and excellence in the delivery of our customer service. We have invested in the latest technology to enable us to work almost completely electronically and we encourage flexible and agile working.

The ideal candidate will have:

- Experience of income recovery to include effective management of Universal Credit claimants
- Evidence of and commitment to the delivery of a high quality customer service
- Experience of liaising with other internal departments and external agencies including local authority's housing benefit departments and the DWP to resolve payment queries, maximise income and minimise arrears
- Experience of working with people with complex needs to provide guidance and support
- A full clean driving license and a car available for use as the role will involve visiting residents in their own homes.

Main responsibilities:

- To manage a quota of arrears cases by geographical area
- To regularly monitor rent accounts, initiate appropriate action where necessary and apply a consistent approach to arrears management in line with our policies and procedures
- To provide advice and information to residents on benefits, debt management and arrears, referring residents to the Financial Inclusion Co-ordinator or external agencies where appropriate
- With the authorisation of the Neighbourhood Manager, take enforcement action through the County Court, attending hearings and evictions where necessary, ensuring the pre-action protocol is complied with before issuing proceedings.

In return we offer:

- 26 days holiday
- Private medical insurance (after qualifying period)
- Stakeholder pension scheme
- Child care vouchers

To apply, send your CV and covering letter, maximum 3 pages each to jobs@worthing-homes.org.uk

Closing date for the receipt of CV's is Monday 15 January 2018. *We are an inclusive organisation and value each individual's unique contribution, irrespective of race, ethnic origin, religion, age, gender, disability, sexual orientation or social background. A DBS check will be sought prior to commencing work for this role.*

Worthing Homes

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