

Manchester City Council**Role Profile****Rent and Income Officer, Grade 5****Homelessness Service, Neighbourhoods Directorate****Reports to: Team Leader****Job Family: People Care & Support Direct****Key Role Descriptors:**

The role holder will adopt a person-centred approach and will co-ordinate and develop plans to increase independence and raise aspirations for service users.

The role holder will carry out assessments to determine service users needs and provide appropriate support to ensure that outcomes are achieved within required timescales.

The role holder will work collaboratively with partner agencies and stakeholders to ensure that service users are able to access community and national services to achieve their identified outcomes.

Key Role Accountabilities:

Provide intensive support for customers with complex support needs offering holistic support plans that agree individual targets and work towards the achievement of longer term solutions and aspirations.

Assist customers to identify realistic goals, by providing choice and developing actions, ensuring full commitment and agreement from all parties to ensure the achievement of identified targets.

Adopt a flexible and personalised approach when working with service users and their families to enable the development of confidence and resilience and to help service users achieve independence and control of their own lives.

Maintain accurate, up to date records and collect data and information to evidence performance around service delivery to ensure achievement of internal and external targets.

Roles at this level may be required to undertake management duties, either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications

Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

Role portfolio: Rents Officer

The Rents Officer will be a well-motivated individual, keen to consistently break the challenging performance indicators that will be set for this service area. They will work with complex families and individuals to get the best outcome and be willing to trial different and innovative ways to maximise income to the Council. They will be approachable and understanding, whilst also knowing when a more rigorous approach is needed.

The role holder will be able to work closely with other departments and services such as the DWP and the Revenue and Benefits unit to help maximise the rental income that people can access. A logical mind that can interpret and navigate the complexities of the benefits system will be required in the role holder. The Rents Officer will need excellent arithmetic skills. They will have a detailed understanding of rent systems, and an ability to expertly interrogate and run reports as required.

The Rents Officer will be confident in challenging and advocating on behalf of residents in case querying. The role holder will work closely with the Floating Support Service to ensure support staff are equipped with up-to-date case information which enables them to provide detail to residents encouraging them to pay their rent as and when required. The Rents Officer will ensure accuracy in the recording of all rental work actions on Liquid Logic that allows for easy extraction for any court proceedings.

The officer will be a methodical person, who is excellent at keeping databases, records, and spreadsheets accurate and up to date. They will be able to analyse and extract management information from appropriate systems to inform decision making.

The role holder will assist relevant managers and teams in ensuring the effective management of change, and will respond to all relevant correspondence, enquiries and complaints as required in a timely and effective manner.

The role holder will have the ability to prepare detail for any court papers that may be required when a possession process has been instigated, extracting the relevant details from systems, whilst being clear and concise in what they do.

Key Behaviours, Skills and Technical Requirements

Our Manchester Behaviours

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other
- We show that we value our differences and treat people fairly

Generic Skills

- **Communication Skills:** Ability to communicate clearly, concisely, accurately and in ways that promote understanding.
- **Planning and Organising Skills:** Demonstrate the ability to organise multiple tasks in the most effective way and allocate time and energy according to task complexity and priority.
- **Creative Skills:** Ability to think creatively and provide innovative solutions to problems. Has ability to develop new approaches to finding solutions outside of existing parameters.
- **Problem Solving and Decision Making Skills:** Ability to analyse situations, diagnose problems, identify the key issues, establish and evaluate alternative courses of action and produce a logical, practical and acceptable solution. Ability to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgment in escalating issue where necessary. Be logical in thinking and explain reasoning behind decisions or actions taken.
- **Administrative Skills:** Good level of literacy and numeracy skills to undertake calculations and produce letters and other documentation.
- **IT Skills:** Skills to use ICT systems to obtain and analyse data and present it effectively through a variety of ICT channels.

Technical Requirements (Role Specific)

None