

Recruitment Pack



Income Officer



Permanent
36.25 hrs per week



£30,680 - £33,769
(FTE based on 36.25 HPW)

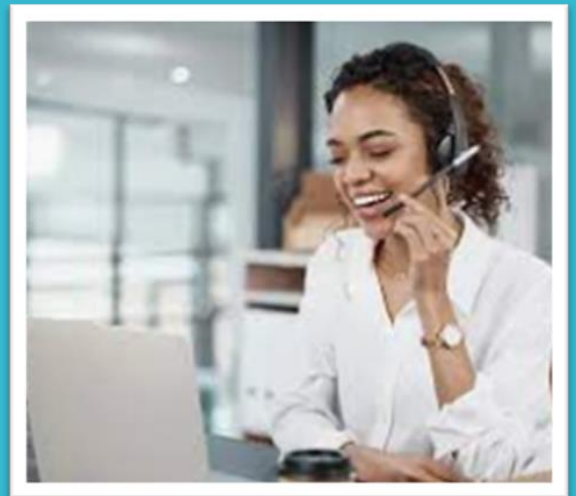


Hybrid working – mixture of home and
office working, with a work base of
Carlisle, Newcastle, Workington offices



Contents

- Our Organisation
- Our Team
- Office Locations
- Letter from Income Manager
- Role Profile
- Terms and Conditions
- Application Process
- Recruitment Timetable
- Appendix 1 – Recruitment Advertisement



Our Organisation

Who Are We?

Castles & Coasts Housing Association (CCHA) was created in July 2017 as a result of merging Two Castles and Derwent and Solway Housing Associations. We have an annual turnover of over £36m, employ around 270 staff, and own and manage more than 7,000 homes in rural and urban communities across the North of England, with around 75% located in Cumbria.

Why Work at CCHA?

We couldn't do what we do without our people, so we do whatever we can to make working at CCHA as enjoyable and fulfilling as possible for every individual.

CCHA strives to be an exemplar of good practice in both organisational excellence and as an employer. Our aim is to engage, motivate, develop and inspire our people to work towards a shared vision as well as individual priorities. CCHA has developed agile working practices, for applicable roles, to provide staff with greater flexibility.

Employee wellbeing and engagement is something that CCHA is strongly committed to. We have continuous programmes of support and development, such as mental health first aiders. We involve people, work with them, and agree a common approach to 'how we do things around here'.



**Darren Lee,
Development Officer**

I'm proud to work for an organisation that is making a real difference delivering new housing solutions in the communities we serve.



**Olivia Day, Lettings &
Neighbourhoods Officer**

The culture at CCHA is extremely flexible and compassionate, and always considerate of the wellbeing of staff.



**Chris Clarke, Property
Surveyor**

I will always remember when I first started, not only did I find my new colleagues extremely helpful and friendly, but everyone had positive things to say about working here.

Staff Survey Results- October 2023

100%

I am committed to the success of CCHA

92%

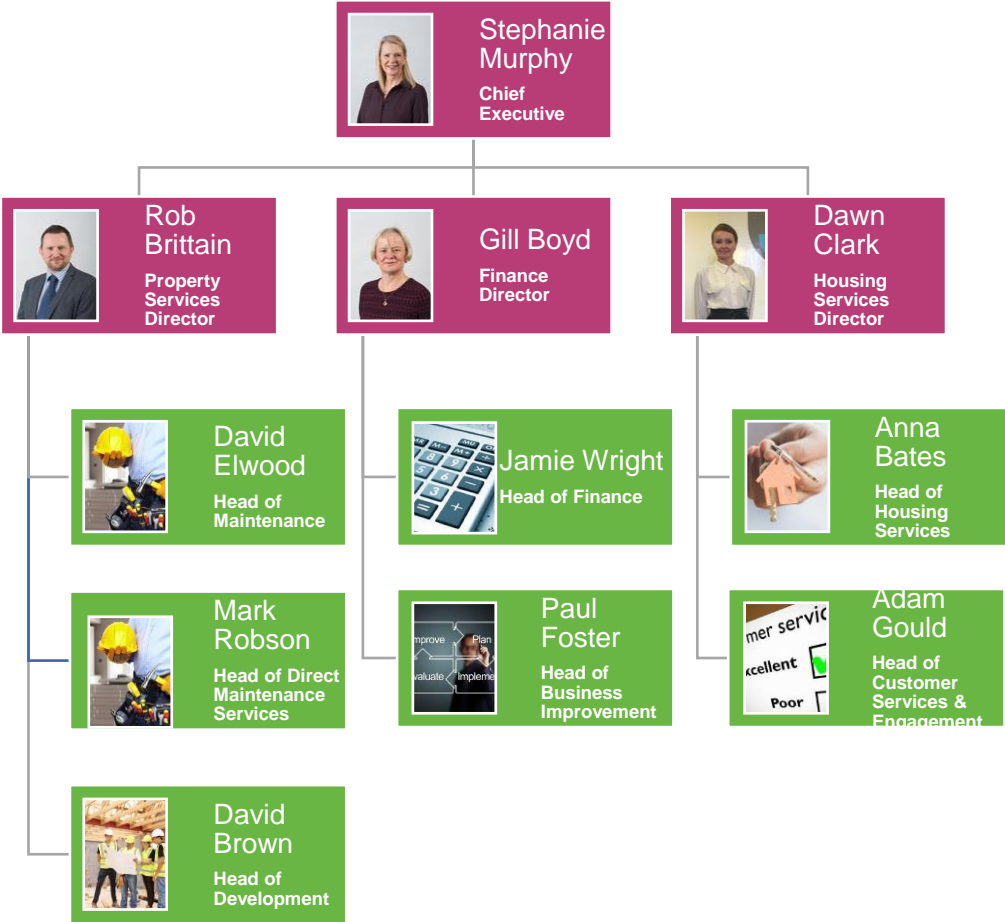
I feel proud to work for this organisation

95%

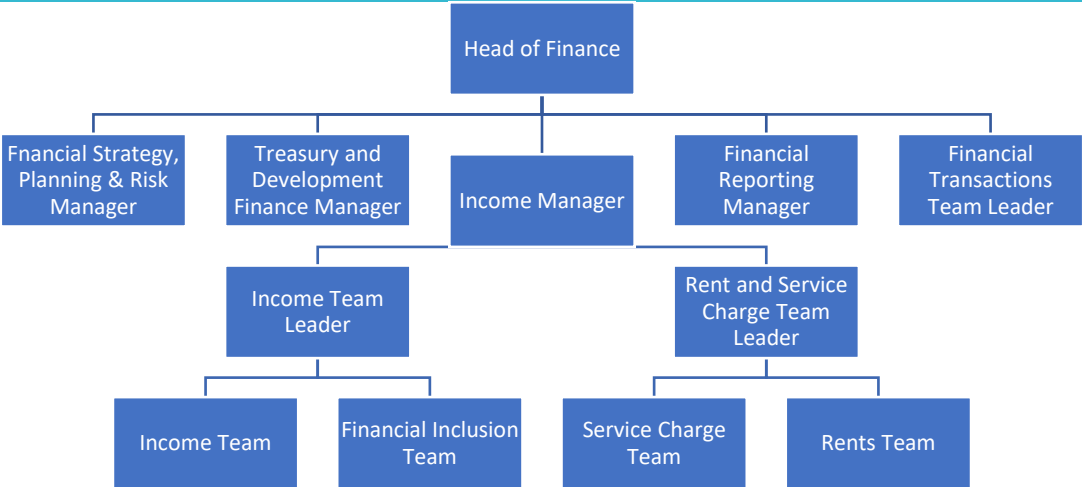
I think CCHA is a good place to work

Our Team

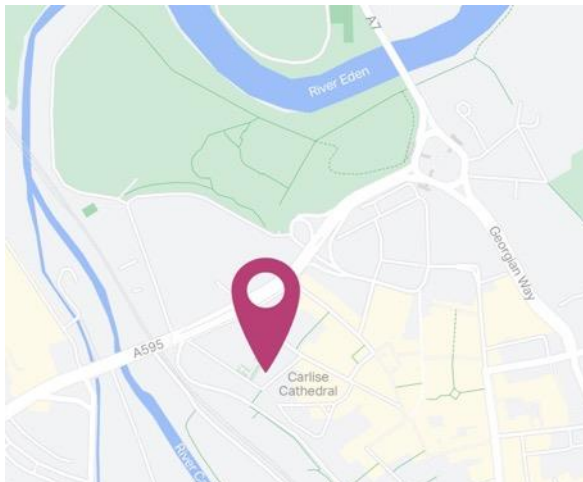
Organisational Overview



Finance Overview

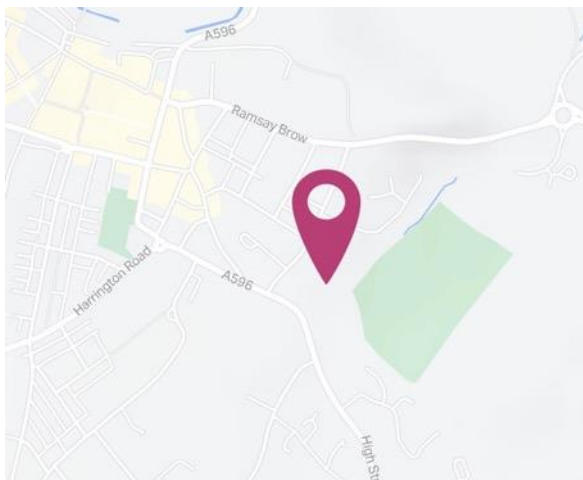


Office Locations

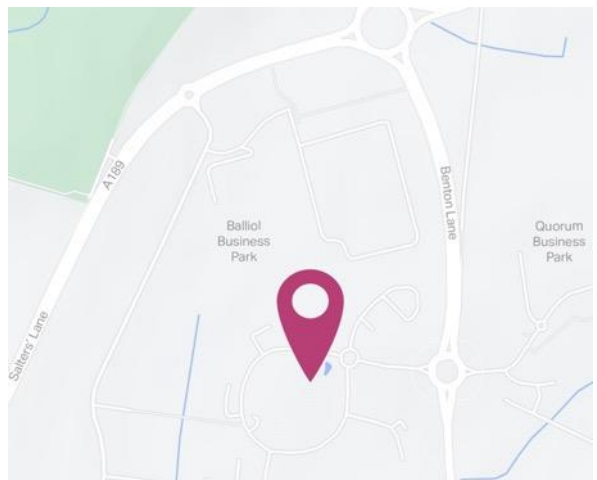


5 Paternoster Row, Carlisle
CA3 8TT

This role can be
based in
Carlisle,
Newcastle or
Workington



Stoneleigh, Park End Rd, Workington
CA14 4DN



Arcadia House, Balliol Business Park,
Newcastle upon Tyne NE12 8EW

Letter from Income Manager

Role: Income Officer

Dear Applicant

Thank you for your interest in the Income Officer role with Castles & Coasts Housing Association (CCHA). This post will be full time (36.25 hours) on a Permanent basis, at a salary of £30,680 - £33,769 per annum and can be based in Carlisle, Newcastle or Workington.

This is an exciting time to become a member of our team as CCHA continues to grow and deliver the best possible services to our customers. Our Income Officer post sits within a professional and customer focused team which is responsible for ensuring that income to the association is maximised, through effective rent collection. A key part of the role is sustaining tenancies; this includes ensuring residents get off to the best possible start by providing them with support to succeed in their tenancy, and by providing support and signposting to other agencies where necessary.

As an Income Officer you would be dealing with residents on a day-to-day basis, to support them in meeting the terms of their tenancy agreement by paying their rent on time. You would be responsible for the whole of the rent payment journey – from setting up payments prior to a tenancy starting, to supporting residents in maximising their income, to commencing and following legal actions when insufficient payments are received.

Please read through this recruitment pack to find out more about the role, its terms and conditions, and the recruitment timetable.

To apply for this role, you will need to complete our online application by clicking on the apply button on the vacancy listing on our website. The closing date for applications is **Sunday 8th December 2024**. Interviews will be held in Carlisle on **Tuesday 17th & Thursday 19th December 2024**

Applications are treated in the strictest confidence; for information on CCHA's Privacy Policy, please access the following webpage [CCHA Privacy Notice for employees, job applicants and Board Members](#)

If you have any questions about the role, please contact me for an informal conversation on 07920 165776.

I look forward to reading your application.

Yours sincerely

Liz Preston
Income Manager

Telephone: 07920165776 Email: liz.preston@castlesandcoasts.co.uk

Role Profile

Job Description

Job Title: Income Officer
Responsible to: Income Team Leader

Purpose of Job:

- Responsible for delivering an excellent service to ensure the effective collection of income, rent and other charges from current and former tenants.
- Provide day to day support and advice on areas such as rent arrears, rent and service charges, rechargeable and sundry debt items. This includes delivering services directly to internal/external customers such as pursuing former tenant rent arrears and attending court.
- Working with other team members in the Income Team to ensure that all team targets are met.

Key Responsibilities:

- Effectively delivering services such as early intervention to avoid significant arrears, court actions, including attendance at court, compliance with legislation, pursuing current and former tenant arrears, setting up and pursuing rechargeable, sundry debt items and service charges.
- Contacting tenants about rent arrears, making repayment agreements and monitoring rent accounts. This includes home visits.
- Setting up payment arrangements i.e. direct debits with tenants.
- Carrying out new tenancy checks and pre tenancy affordability checks on prospective new tenants.
- Dealing with Housing Benefit and Universal Credit overpayment queries.
- Liaising with Local Authorities, DWP and other partners around Income Management or benefit issues.
- Providing advice and support to a range of stakeholders on issues relating to maximising income for Castles & Coasts and making effective referrals to the Financial Inclusion Officer to support sustainable communities.
- To understand rent setting legislation for all tenure types and service charge legislation.
- Contributing to the overall performance and achievement of objectives for the Income Team.
- Representing Castles & Coasts effectively and in a professional manner.
- Ensuring the Income Management function is delivered within agreed policies and procedures.

Role Profile

Job Description

Main Responsibilities:

Service Delivery

- Delivering all Income services to a high standard, ensuring that activities are delivered on time and in budget.
- Effectively responding to all customer enquiries, (internal and external) needs and requests, including rent and service charge queries.
- Providing specific advice and support on areas relating to income maximisation to other parts of the business.
- Providing update reports on activities (e.g. arrears levels, court actions etc.) which the post is responsible for.
- Ensuring the delivery of all services comply with relevant legislation and regulation.

Performance Management

- Contributing to the successful delivery of all KPIs within the Income Management function.
- Being aware of Castles & Coasts overall aims and objectives and contributing to the overall development of a high performing organisation.

Policies and Procedures

- Adhering to the Income policies and procedures.
- Ensuring that all Income policies and procedures meet with the requirements of current legislation, regulation and best practice.
- Reviewing and monitoring the effectiveness of policies and procedures, suggesting improvements where required.

Generic

- Work collaboratively with colleagues to meet the needs & priorities of the Income department.
- Seek best value and facilitate continuous performance improvement within the department and the Association.
- Promote and act in accordance with all the Association's policies and procedures including those relating to equality and diversity, customer care and health and safety.
- Contribute positively to the marketing of the Association's values and objectives.
- Comply with CCHA Financial Standing Orders and Code of Conduct.
- Comply with the requirements of external regulators.
- To carry out such other duties as may reasonably be required from time to time.

Role Profile

Person Specification

	ESSENTIAL	DESIRABLE
Education & Qualifications	<ul style="list-style-type: none">Level 2 literacy and numeracy skills (Grade C GCSE) or equivalent	<ul style="list-style-type: none">Educated to A level standard or equivalent (Level 3)
Experience, Knowledge, Understanding	<p>Has experience of:</p> <ul style="list-style-type: none">Operating in a customer focused environmentSuccessfully achieving objectivesCommunicating and working with a wide range of stakeholders.	<p>Has experience of:</p> <ul style="list-style-type: none">Front line rent arrears recoveryDelivering services such as rechargeable and sundry debt, service charges, current and former tenant arrears collectionProviding advice and making referrals to financial inclusion services <p>Has knowledge of:</p> <ul style="list-style-type: none">Best practice approaches to debt recovery and income maximisationAreas such as income collection, welfare benefits, court protocol and payment optionsrelevant and required legislation and regulation (e.g. housing and tenancy law, HCA rent setting guidance).

Role Profile

Person Specification

	ESSENTIAL	DESIRABLE
Technical & Professional Skills	<ul style="list-style-type: none">• Computer literate, with excellent knowledge of Microsoft Office packages• Use of bespoke IT systems, databases, spreadsheets, and the ability to extract and interrogate data	<ul style="list-style-type: none">• Use of housing management IT systems
Integrity	<ul style="list-style-type: none">• Accountable for own work and decisions• Works with openness and honesty• Demonstrates the Association's values and expected behaviours in their work	
Customer Focus	<ul style="list-style-type: none">• Shows customer focus in all activities• Demonstrates a 'can-do' attitude to providing services• Shows awareness of the commitment to value for money	
Team Working	<ul style="list-style-type: none">• Shows ownership for the team's priorities and actions• Works with colleagues to develop ideas and solutions• Shows consideration of wider organisational needs in their work	

Role Profile

Person Specification

	ESSENTIAL	DESIRABLE
Relationship Building	<ul style="list-style-type: none">Shows respect and consideration for othersBuilds positive relationshipsHelps to resolve conflicts and achieve positive outcomes	
Communication	<ul style="list-style-type: none">Writes clearly and conciselySpeaks clearly and confidentlyListens to and is open to the views of others	
Adaptability	<ul style="list-style-type: none">Anticipates and adapts flexibly to changing circumstancesGenerates innovative ideas and solutionsShows resilience to see things through	
Performance	<ul style="list-style-type: none">Maintains focus on key performance prioritiesCommitted to improving servicesReviews and reassesses own work and priorities	
Developing	<ul style="list-style-type: none">Evaluates own performanceSelf-aware and shows learning from feedback and experiencesTakes action to develop self	
Leadership	<ul style="list-style-type: none">Inspires colleagues to achieve goalsPassionate about the aims of the organisation	
Other	<ul style="list-style-type: none">Full clean driving licence and access to a car	

Terms and Conditions

The remuneration for the Income Officer role is:

£30,680 - £33,769 (FTE based on 36.25 hours per week) + benefits package.

TYPE	DETAILS
Hours	<ul style="list-style-type: none">• 36.25 hours per week (full time)• Flexitime scheme in place
Pension	<ul style="list-style-type: none">• SHPS Defined Contribution Scheme• Employer contributions up to 8%• Life Assurance (4x annual salary)
Annual leave	<ul style="list-style-type: none">• 25 days per year plus bank holidays• Increasing up to 30 days with five years' service
Additional benefits	<ul style="list-style-type: none">• Hybrid Working Practices• Induction programme and ongoing personal development• Discretionary Corporate Performance Bonus Scheme• Staff Savings Scheme• Simply Health plan (on completion of probation)• Discounted gym membership (part of Simply Health)• Employee Assistance Programme (less than 3 years' service)• Long Service Awards• Staff Forum• Cycle to Work Scheme• Company Sick Pay Scheme• Family friendly policies with company pay schemes

Additional information about Castles & Coasts Housing Association is available on our website: www.castlesandcoasts.co.uk

Application Process

RECRUITMENT STAGE	DATE
Advert goes live	Monday 28 th October 2024
Closing date for applications	Sunday 8 th December 2024
Shortlisting applications	Monday 9 th December 2024
Interviews	Tuesday 17 th & Thursday 19 th December 2024
Starting Date	Immediately upon receipt of satisfactory pre-employment checks and subject to notice period

Candidates must inform us as soon as they can if they are not available for interview on Tuesday 17th & Wednesday 18th December 2024 by emailing recruitment@castlesandcoasts.co.uk

How to apply

Please complete our online application form by clicking the Apply button in the vacancy listing on our website. Please note we are not accepting CV's for this role; please ensure you fully complete the application form online. To give yourself the best chance of being selected for interview you should give detailed answers within the 4000-character limit for each question.

If you need any more information about the position prior to applying, please contact Liz Preston, Income Manager, on 07920165776, or email liz.preston@castlesandcoasts.co.uk.

Please note if you have previously created an account while applying for a job with us in the past, you can log in and use that to apply for this vacancy.

Criminal Record Check

Our policy on Employing People with a Criminal Record requires that a satisfactory disclosure from the Disclosure & Barring Service will be required before an offer of employment is confirmed for this post. This post requires a basic disclosure.

Castles & Coasts takes its responsibilities to protect vulnerable adults and children seriously. As an Equal Opportunities employer, we are clear that a criminal record is not necessarily a bar to securing a position with us. The relevance of any criminal record will be assessed in relation to the post and we may seek legal advice to guide us on this assessment.

Castles & Coasts will meet the cost of the Disclosure and will provide the relevant documentation to the selected candidate following the interview process. All Disclosure information is treated sensitively and in the strictest confidence.

Acknowledgement

Your application will be acknowledged and treated with strictest confidence.



Appendix 1

Recruitment Advertisement

Income Officer

- **Based in Carlisle, Newcastle or Workington**
- **36.25 hours per week**
- **Permanent contract**
- **£30,680 - £33,769 + benefits package**

Castles & Coasts Housing Association (CCHA) is currently looking to recruit a full time (36.25 hours per week) Income Officer, based in Carlisle, Newcastle or Workington with a salary of £30,680 - £33,769 per annum.

If you are looking for an exciting new role, this is a great opportunity to join the Income Team at CCHA.

As an Income Officer you would sit within an experienced and knowledgeable team which is responsible for ensuring that income to the organisation to the association is maximised, through effective rent collection. Our Income Officer post is a varied role, working with many different teams across the association, to provide an excellent service to customers by keeping them informed of their rent payment responsibilities and by taking appropriate measures, in line with our Arrears Policy, when required payments are not made.

We are looking for someone with a can-do attitude who can utilise their methodical approach, excellent communication skills and experience of front-line arrears recovery work to provide an excellent service.

CCHA owns and manages more than 7,000 homes across the North of England in Cumbria, Northumberland, Tyne and Wear and North Lancashire. As an Association, we focus on the needs of the local communities we serve, tackling the housing crisis, improving services within our communities, and use our strength and efficiency to meet housing service needs. We are committed to providing excellent services to our customers.

If you like what you've read, and you would like the opportunity to join the CCHA Team, please complete our application process, telling us how you feel you can add value and dynamism to our team. If you choose to apply, and are successful, you will be rewarded on all levels - a great place to work and a great team of people to work with.

If you are looking to make a real difference to the service we provide to our residents, then please click the apply button on the vacancy listing on our website.

Closing date for applications: Sunday 8th December 2024

Interviews to be held: in Carlisle on Tuesday 17th & Thursday 19th December 2024



Better Health
at Work Award
Bronze Award



Castles & Coasts Housing Association

5 Paternoster Row, Carlisle, Cumbria, CA3 8TT

Call: 0800 085 1171

www.castlesandcoasts.co.uk

