

JOB DESCRIPTION

JOB TITLE:	Rent Systems Coordinator
GRADE:	Grade 7
REPORTING TO:	Rent Systems Specialist
RESPONSIBLE FOR:	This role does not have any direct reports

ROLE SUMMARY

To work within the rental income team and ensure the efficiency and effective management of the Rent Income and Debit.

The Rent Systems Coordinator role is an operational consultant providing day-to-day advice, guidance and coaching to all stakeholders. Acting as a support to the Rent Systems Specialist to deliver an outstanding rent and debit service, maximising assisting with income collection and delivering a modern, accessible, efficient, and effective rent service to their client group, they will be the first point of contact for all rent debit enquiries.

MAIN DUTIES AND RESPONSIBILITIES

Specific objectives and deliverables will be agreed as part of the ongoing performance and development review process including specific accountabilities and performance indicators. The points below are a summary of your main duties and responsibilities.

- To reconcile the rent income and debit against the general ledger, in a format accepted by audit
- Assist in the delivery of an outstanding income service across believe housing, delivering a modern, accessible, efficient, and effective service
- Maintain the housing management system with up-to-date and accurate information
- Record each customer contact in full and accurately on the housing management system
- Control the transfer of relevant information to and from rent accounts and amend tenancy information

- Control the rent roll and debit, including clearing of suspense accounts
- Investigate, answer queries and deal with correspondence from internal and external customers in writing or by telephone and email
- Liaise with external agencies, i.e., Department for Work and Pensions, Housing Benefits, and Citizens Advice Bureaus etc. to resolve queries and issues arising
- Provide detailed advice and information on all aspects of the housing rent system for tenants and other departments, promoting a caring image in line with the organisation vision and values
- Take payments over the phone
- Ensure Cash and Allpay files are processed daily
- Authorise refunds where appropriate
- Balance cash on a regular basis to comply with audit requirements
- Set up Direct Debits and process the files daily
- To deputise for the Rent Systems Specialist in their absence

ORGANISATION WIDE RESPONSIBILITIES

- To manage health and safety issues in your area of responsibility in line with the relevant section(s) of the organisations Health and Safety Policy
- To comply with the organisations confidentiality and information security policies at all times.
- To live the organisation's values and behaviours
- To deliver financially viable and economically effective services, seeking to gain maximum benefit from the use of resources and increasing social value
- Your duties may vary from time to time within the broad remit of your role and grade. You are required to undertake any such reasonable and appropriate duties

PERFORMANCE MEASURES

Corporate Performance Scorecard

Business Scorecard Metrics

Compliance with legislative and regulatory standards

Adherence to Health and Safety Policy



Demonstrating corporate values, attitudes, and behaviours

Engagement scores

PERSON SPECIFICATION

	Essential	Desirable	Method of Assessment
Qualifications	5 GCSE's (or equivalent) to Grade C or above including English and Mathematics/or equivalent		<ul style="list-style-type: none"> ▪ Application Form ▪ Selection Process ▪ Pre-employment checks
Experience	<p>Experience of working with housing management systems</p> <p>Experience of working in a similar role</p>	<p>Experience of working with QL</p> <p>Experience and understanding of a cash receipting system</p>	<ul style="list-style-type: none"> ▪ Application Form ▪ Selection Process
Skills/knowledge	<p>Excellent communication skills with an ability to establish and maintain a high degree of confidentiality, respect, trust, and credibility</p> <p>Ability to plan and prioritise, using own initiative to meet deadlines and customer expectations</p> <p>Ability to deal with difficult situations in a professional manner</p> <p>IT literate, high level competency in the use of MS Office, including Word, Excel, PowerPoint and Outlook</p> <p>Ability to present information clearly</p> <p>Knowledge of tenant / Landlord obligations relating to the role</p> <p>Team Player – to ensure the implementation of joined up services to the business and ability to coach and support colleagues and customers</p>	<p>Knowledge of the current issues facing the social housing sector</p> <p>Knowledge of the current regulatory framework relating to the social housing sector</p>	<ul style="list-style-type: none"> ▪ Application Form ▪ Selection Process