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**Rent Management Assistant**

**Salary up to £26,422**

**Job Title:**  Rent Management Assistant

**Place of work:** Home, Community and Office working. The Group’s head office is located in High Street, Swansea and this would be your base.

This role requires the post holder to work a mix of hybrid working. In the office for a minimum of 2 days per week with the rest hybrid. This is regularly reviewed to ensure it meets the business needs, there is also the requirement to attend in person meetings and training as needed

**Hours of work:** 35 hours per week

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Description automatically generatedSalary:** Up to £26,422 per annum

**About Beacon**

At Beacon we’re a team in the truest sense of the word. We value relationships highly, so we invest in them daily. As a result, our workplace culture is open, trusting and respectful. It’s also safe, which we think is pretty critical to encouraging new ideas and approaches.

We employ almost 380 people across south west Wales and we trust every single one of them to know, and do, their work in the way that gets the best results for residents, the local community and the planet.

Beacon vision is to provide homes and services that enable our tenants to thrive and the communities we serve to prosper, supported by growing our social business and extending the reach of our homes and services.

This is supported by our digital vision, which is to use technology to support and enable our aims and priorities, and to enhance our services, communication and interaction with residents and businesses across the communities in which we work. In doing this we will endeavour to create opportunities through our digital strategy for resident focus, innovation and sustainability.

**Job Summary**

The Rent Management Assistant will work as part of the Rent Management Team, answering internal and external rent enquiries will make up a large part of the role, keeping in regular contact, face to face, over the phone, through social media, by email, letter or live chat, with residents and colleagues.

You will work as part of a team, sharing information and experiences to keep up to date with changes and helping to shape our services.

Working with colleagues from other teams, you will have the opportunity to be involved in various projects and reviews. This will help to broaden your skills and knowledge of the organisation.

**Purpose of Role**

Sustainability is at the heart of the Group’s work; building homes and communities people want to live in and which meet the needs of the future.

To ensure this is achieved, the Rent Management Assistant will aid residents to achieve the purpose of:

**‘Enable me to pay rent for my home and the services I receive’.**

**Areas of Accountability**

1.  Rent Management/Financial Inclusion

2. Former Tenant/Contract Holder debt

3. Financial Administration

4. Manage Relationships

**General Responsibilities**

The role encompasses an extensive range of responsibilities including:

* 1. **Rent Management/Financial Inclusion**

In dealing with rent management, the Rent Management Assistant will consider all actions against a background of financial inclusion and welfare reform.

To this end, the Assistant will take payments from residents ensuring Housing Benefit, Universal Credit and direct debit payments are clear and accurate.

The role covers a full range of services and standards of delivery in rent collection and management. You will resolve as many queries as possible at the first point, signing posting as appropriate or arranging for the right colleague to contact residents where needed.

Responsibilities Include:

* To maintain the principles outlined in the rent management policy.
* Completing Universal Credit verifications daily.
* Proactively work with the Community Housing Officers to ensure the efficient prioritisation of arrears collection.
* Maintain high standards of customer service.
* Amending residents' payment plans where necessary.
* Having open discussions with residents about their finances and sign posting them to appropriate agencies if required.
* Providing information and guidance on how to navigate welfare reforms.
* Encouraging the resident to use any mobile applications to pay rent e.g., Allpay App; Pay by link; online payments.
* Creating and managing mail merge (bulk) and ad hoc communications either via CX, Microsoft Office or other appropriate systems.
  1. **Former Tenant / Contract Holder debt**

The Assistant will contact former tenants and contract holders where ooutstanding debts can be repaid and reduce financial loss to the organisation. Tasks will include:

* Informing debtors of our payment options.
* Actively recover amounts as per the rent management policy.
* Refer cases to the Rent Management Officer where appropriate to support income collection into the organisation.
  1. **Financial Administration**

To ensure all rent payments received are recorded accurately.

This will be achieved by:

* Maintain the integrity of rent information held on the housing system.
* Informing the Administrator of accounts that require amending and adjusting in a timely and accurate manner.
* Maintaining accurate and up to date records as specified by the Group.
* Using Allpay, Callpay & direct debit to take payments.

* 1. **Manage Relationships**

To develop and maintain relationships with other departments within Coastal Housing Group and stakeholders. The Rent Management Assistant will work with colleagues and outside agencies providing a rent management perspective as required.  Providing feedback and implementing changes will be fundamental.

This responsibility will include:

* Forge good relationships with peers, colleagues and external partners and service providers, working together to achieve shared goals.
* Protect and enhance the Group’s reputation.
* Responding to demand within the wider area of your team when necessary.

**Workplace Responsibilities**

**Training**/**Development**

The Assistant will have an awareness of their own personal development needs. They will actively seek to keep up to date with any changes in housing practice and law. They will recognise and identify any skill gaps and address accordingly through a variety of means. Vocational and Professional Studies are encouraged, and individual learning styles are recognised and taken into account.

Maintain an up to date working knowledge of landlord and tenant, housing and welfare legislation and the welfare benefit system including the Welfare Reform Act 2012.

**Health & Safety**

To comply with Health and Safety regulations and the Group’s working procedures

**Equal Opportunities**

To treat colleagues and clients in a fair and non-discriminatory way

**Any Other Duties**

To carry out any other duties reasonably requested by the Group.

***This is not exhaustive and may change to meet the needs of the Group***

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| --- | --- | --- | --- |
| **Essential** |  | **Desirable** | **Rent Management Assistant** **Person Specification** |
|  | **Qualifications & Experience & Talents** | | |
| **✓** |  |  | * Confident, with excellent communication skills that demonstrate an ability to listen, mediate, negotiate and influence |
| **✓** |  |  | * Good people skills with a sense of humour, and the ability to adapt to a diverse range of situations/people |
| **✓** |  |  | * Displays teamwork qualities and is an effective role model |
| **✓** |  |  | * Proactive approach to problem solving |
| **✓** |  |  | * Enjoys helping people and is empathetic to individual's circumstances |
| **✓** |  |  | * Treats people fairly without judgment |
| **✓** |  |  | * Good organisational and time management skills |
| **✓** |  |  | * Driven to achieve results with high standards and expectations of service delivery |
| **✓** |  |  | * Innovative and receptive to change |
| **✓** |  |  | * Able to build, maintain and repair good working relationships |
| **✓** |  |  | * Commitment to the values, aims and objectives of Coastal |
| **✓** |  |  | * Self-aware and committed to own continuous development |
| **✓** |  |  | * Knowledge and understanding of the benefits system. |
|  | **Skills and Knowledge** | | |
| **✓** |  |  | * Worked in a challenging and changing environment with an emphasis on delivering what the customer wants |
| **✓** |  |  | Proven experience within a Housing and/or Advice sector |
| **✓** |  |  | * A Demonstrative experience of Housing Law Policy and Practice |
| **✓** |  |  | A sound knowledge of Landlord and Tenant legislation and best practice, supported by practical experience. |
|  |  | **✓** | * A good understanding of relevant government policy, as well as an understanding of current housing issues. |
| **✓** |  |  | * Practical experience in customer or solution focused services |
| **✓** |  |  | * Able to impartially investigate situations to inform decision making that is fair and non-discriminatory |
| **✓** |  |  | * Proactively contribute to working groups and projects |
| **✓** |  |  | * Computer literate and able to use a range of software such as CX, Experian or Turn 2 Us |
|  | **General** | | |
| **✓** |  |  | * Committed to attending some meetings or events as required even if outside of normal working pattern |
| **✓** |  |  | * Willing to contribute to and be actively involved in engagement activities and events |
|  |  | **✓** | * Full driving licence and access to a car; or able to demonstrate ability to be fully mobile in the role |

To view a full range of benefits while working for Beacon, visit **coastalha.co.uk/jobs**

**(Coastal Housing and RHA Wales will form Beacon Cymru Group from January 2025).**