



Income Assistant

Recruitment Information Pack
for Kickstart applicants only

October 2021



I. Job advert

Income Assistant

London, NI

Barnsbury is a community builder. Do you want to be a part of building a better future for our residents?

BHA is a small neighbourhood housing association based in Islington. We have a unique connection with our residents, and we are looking for an Income Assistant who wants help us build on this and develop a service that understands and meets their needs as individuals.

We are looking for an Income Assistant to join our customer focussed team. This post is a varied role working with residents not only to ensure rent payments are made promptly but supporting tenants where necessary. A key part of the role is signposting tenants for welfare benefit and debt advice to ensure our residents have all the money advice and support to succeed in their tenancy.

You should be a good communicator with compassion and an understanding of the challenges that our residents may face.

If you would like an informal discussion about the role or have any questions please do not hesitate to contact Vivienne Astall either telephone 020 7704 2324 or by email: vivienne@barnsbury.org

CLOSING DATE: Monday 1st November 2021

All applications must be submitted to vivienne@barnsbury.org



I. About BHA

2. About BHA

We are a small neighbourhood-based housing association working in and around the Barnsbury area of Islington. Our purpose is to provide secure homes and communities. We have preserved some of Islington's finest heritage buildings.

You can find more about our history on our website. www.barnsbury.org.

We have 300 homes and are proud of being part of the Barnsbury community. We are a small team and aim to give a responsive and personable service to all who live in our homes. We want to strive to do better and deliver the services our residents most want. Our other priorities include planning for the climate emergency and providing more homes.

Our work is overseen by a board of volunteers who meet to discuss the work, policies and strategic direction of BHA.

Our Office

Our main office is located at Cloudesley House, Cloudesley Street, Islington N1 0HU, a short walk from Angel Underground station and close to both Kings Cross and all the shops, restaurants and amenities of Islington.

This post will be based on the estate in Barnsbury.

We offer agile working, a mix between working from home and office

3. Vision and Values

Our Mission and Vision

We provide quality affordable rented housing and a quality service, and so help keep Barnsbury affordable and the community thriving

Our Core Values

Responsive and caring

Know our residents as individuals

Build self-reliance in our community

Open and accessible

Creative and experimental

A connected and effective partner

Punch above our weight

Our Strategic Goals

Growth

A modern and effective place to work

Great places to live

More than just a landlord

Great service

Our Service Vision

A neighbourhood-based service, delivered seamlessly through a skilled core staff team and our key contractors

We are responsive and accessible

We know our tenants

We provide great places to live

We help our tenants thrive

We are high performing and cost-effective

To deliver this, we need to:

Have a visible and responsive 'front line' (caretakers, customer service, housing, repairs)

Be clear about what we do and don't do

Communicate effectively with residents, in ways that they want

Improve our online offer, with more service channels

Understand our customers, as a group and as individuals, now and as their needs change

Use feedback to improve how we work

Balance the needs of existing residents with our wider objective of providing more housing

Deliver an effective, responsive repairs service

Make sure all of our homes are a good standard

Set high standards of estate management and keep them

Improve the environmental performance of our homes

Offer support where it is needed and encourage self-reliance where it isn't

Be 'firm but fair' tenancy managers

Better joint working with the TAs and other organisations

Offer community activities that tenants need and value

Set clear performance standards and aim for top quartile performance

Modernise, using new technology to help us work smarter

Use data to improve how we work

Buy in services which can be done cheaper and better by others

Improve our skills by learning from elsewhere

4. Job description

Job Title	Income Assistant	Direct Reports	
Reports to	Housing & Communities Director		
<p>Overall Responsibility: Provide a proactive, responsive income collection service, through effective management of rent accounts. The Income Officer will be required to manage a caseload of accounts by following up on missed rent payments, making agreements and taking action in accordance with our policies and procedures. Demonstrate and model BHA values and behaviours in day to day work</p>			
<p>Key Responsibilities and Outcomes</p> <ul style="list-style-type: none"> ▪ To contact customers by telephone, email or by letter regarding their rent account ▪ To follow policies and procedures, ensuring that clear and comprehensive notes are recorded on the in-house system. ▪ To seek advice to ensure that cases are escalated through the stages of the process at the right time. ▪ To agree the most appropriate payment method for a customer ▪ To take rent payments over the phone ▪ To negotiate with customers by reaching an agreement to clear the arrear. 			
Personal Competencies		Skills / Experience	
<ul style="list-style-type: none"> ▪ Good inter-personal skills to develop trust and effective relationships with residents, stakeholders and colleagues ▪ Co-operates and supports colleagues working across functional boundaries and respect the views ▪ Highly motivated and passionate with a can-do approach and initiative to finding solutions and delivering excellent customer service ▪ Persuasive communicator, and good listening skills to understand the needs of residents and colleagues and how these are best met. 		<ul style="list-style-type: none"> ▪ Extensive knowledge of welfare reform ▪ Knowledge of best practice relating to financial inclusion ▪ Proven experience at a similar level in a small housing association ▪ Numeracy skills ▪ Proven ability to provide good customer service ▪ Housing qualification or equivalent 	



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| <ul style="list-style-type: none">▪ Demonstrates ownership, responsibility and cope well under pressure and meet deadlines▪ Embraces innovation and new ideas and always striving for improvement | |
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Person specification

1. Ability to communicate information clearly and effectively with others and to suit the needs of the recipient
2. Consistently delivers excellent customer service
3. Thinks practically and comes up with solutions to problems and issues
4. Able to work effectively with colleagues
5. Good numeracy and literacy skills
6. Able to efficiently use IT applications
7. Be confident and proactive



8. How to apply

Only formal applications using the prescribed form will be accepted.

Please also provide a supporting Statement:

1. Experience / knowledge / skills – and how you meet the person specification described above.
2. Why you are interested in the role

All applications must be submitted by email to vivienne@barnsbury.org

Completed applications must be received **by Monday 1st November 2021**