horton housing
Improving lives together

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Rents Administration Officer

HOURS: 35 hours per week.

8:40am - 5:00pm Monday to Thursday (office based)
9:00am - 12:00pm Friday (home based)

SALARY: £25,590.00 per annum

ANNUAL HOLIDAYS: 6 weeks plus Bank Holidays

LOCATION: Bradford

Job Description

REPORTS TO: Rents Administration Manager

Our Rent Administration Team strives to maximise rental income and minimise rent loss by maintaining accurate rent accounts. Working closely with the Finance Team, the Rent Administration team monitors Housing Benefit and other rental income, identifies and resolves account discrepancies, and supports the effective management of arrears, voids losses and bad debts. The team also acts as the first point of contact for colleagues across supported housing services, providing responsive support and account information to assist with the resolution of Housing Benefit and income-related issues affecting residents, helping to maintain accurate rent accounts and minimise rent loss.

Each Rent Administration Officer is responsible for a varied portfolio of homes across our supported housing services and geographical locations, taking ownership of account management and proactively resolving tenancy and rent related issues.

RESPONSIBILITIES

Rent account and portfolio administration

- Maintain accurate rent records and individual rent accounts.
- Keep rental portfolios up to date, including changes affecting rental income.
- Ensure rent-related information is entered accurately into housing management system.
- Work to internal and external deadlines, particularly those associated with Housing Benefit.

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Housing Benefit Administration

Housing Benefit income forms a significant proportion of rental income within supported housing services. The role is therefore responsible for:

- Monitoring Housing Benefit income and claims.
- Check and verify supporting documentation required for Housing Benefit.
- Identify missing, incorrect or delayed Housing Benefit payments and support their timely resolution to maximise entitlement.
- Work with supported housing services to help resolve benefit-related issues.

Rent arrears monitoring and income protection

- Regularly review arrears and outstanding balances.
- Identify problems early so that appropriate action can be taken.
- Work with colleagues and service managers on the next appropriate action.
- Help minimise rent loss from both tenants and statutory bodies.

Reconciliation and financial accuracy

- Review and reconcile tenant rent accounts to ensure charges, payments and balances are accurately reflected.
- Ensure incoming Housing Benefit, Social Services and other payments are allocated correctly.
- Investigate differences or unidentified payments.
- Work closely with Finance so the housing management and financial records agree.

Supporting operational services

- Act as a knowledgeable point of contact for supported housing services with rent queries.
- Provide accurate information on accounts, benefit claims, payments and balances.
- Flag discrepancies or changes in rental income to the relevant services.
- Support colleagues dealing directly with tenants.

Reporting and performance information

- Produce weekly, monthly and quarterly rent information as required.
- Maintain reliable data for management, KPI reporting and external auditing requirements.
- Identify patterns, exceptions and issues requiring attention.
- Provide accurate information for services and management.

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Rent account support

- Respond to rent enquiries clearly and professionally.
- Provide accurate rent account information to colleagues and residents, as appropriate.
- Provide rent statements and explain balances or transactions where appropriate.
- Communicate sensitively and professionally when handling matters involving financial or other vulnerabilities.

Systems, controls and compliance

- Maintain accurate electronic records and statistical information.
- Follow rent, Housing Benefit and financial procedures.
- Handle personal and financial information in accordance with data protection requirements.
- Contribute to the development and improvement of rent account processes, procedures and systems.

Note: This is a job outline only and seeks to set out the principal purpose and functions of the role; it may therefore be subject to change.

Safer Recruitment
Horton Housing is committed to safe and fair recruitment, safeguarding and protecting the people that we support. The majority of positions here at Horton will require a fully completed application form and an enhanced DBS check to identify and reject applicants who are unsuitable to work with children or young people.

Person Specification

ESSENTIAL

- Experience of working in a similar role, preferably within a housing environment.
- Ability to build and maintain effective working relationships with a diverse range of people.
- Ability to prioritise workloads, manage competing demands and consistently meet deadlines.
- Proficiency in Microsoft Office applications, and the ability to work confidently with databases and electronic record keeping systems.
- Strong numerical and analytical skills, with excellent attention to detail

DESIRABLE

- Experience of working with housing management systems or other software used to maintain customer, tenancy or rent account records.

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- Experience of handling confidential and sensitive information in accordance with GDPR and organisational policies.
- Knowledge of Housing Benefit, Universal Credit, and other welfare benefit legislation.
- Experience of producing accurate reports and management information, identifying patterns, exceptions and issues requiring attention.

In addition to the above, it is expected that you will:

- Maintain professional boundaries and uphold organisational values.
- Contribute positively to a collaborative and supportive team culture.
- Have a commitment to Equality, Diversity and Inclusion
- Be willing to undertake any further training required
- Be able to work flexibly to meet the needs of the service/department.