Red Kite Community Housing

@redkitehousing

Income Advisor

Job Description

Pod: Finance

Stem: Income Management

Reports to: Income Services Manager

Direct reports: None



Red Kite's Expectations

At Red Kite we don't just work for our customers, we work with them. That's one of the reasons why we believe that building and sustaining great relationships is paramount to our future success. To do that we need dedicated and empowered staff who are commercially knowledge, but customer and community focussed.

Whether it's helping someone to address their arrears, managing risk, finding ways to improve our collection of income or helping with complex enquiries, in this role the right candidate will know how to create pro-active and beneficial relationships no matter what the topic of conversation.

Key Responsibilities

- Build lasting relationships with our customers that assist us in maximising and protecting rental income, whilst providing high standards of customer service
- Manage customer risk on a case-by-case basis, planning in pro-active contact and communications with each customer depending on their level of risk and need
- Work with our Tenancy Sustainment Team to refer customers at risk or in arrears for welfare benefit advice, debt counselling, or other services which can help with tenancy management
- Work collaboratively with colleagues in each of our pods to provide seamless services that simplify the customer experience
- Maintain an up-to-date knowledge of relevant legislation and good practice including welfare reforms and their impact on how we provide services
- Ensure compliance with Red Kite's policies and procedures, including health and safety, equality and diversity, and data protection
- Make good use of technology to streamline work, encouraging customers to use technology to self-serve where possible
- Make sure that customers inspire the design, delivery and outcome of everything we do
- Promote customer involvement and work with customer representatives to improve service delivery and take account of their needs
- Ensure our vision and values influence every aspect of our business
- Support the Income Services Manager to develop an efficient and effective operational approach to managing relationships with stakeholders
- Pro-actively manage income for a section of customers, monitoring trends and negotiating realistic repayment plans that take account of financial circumstances
- Work as part of a team to ensure all information systems are maintained and updated
- Produce and work from reports, challenging the norm to identify and implement improvements
- Work closely with the wider Relationship Pod to provide excellent and accessible customer services

- Support customers to explore the benefits of getting involved at Red Kite, including membership and becoming an involved tenant
- Deliver a desk-side service and liaise with Community Pod staff to arrange external community support

Our essentials

- Experience of pro-actively working through a varied caseload
- An understanding of the benefit system
- Knowledge of what good rent arrears management looks like
- Knowledge of credit control or wider debt recovery techniques (beneficial)
- Experience of dealing directly with the public and delivering high-quality customer care
- Experience of building great working relationships and working in partnership with staff and other agencies in the social housing sector
- Evidence of a relationship management approach and the ability to maintain excellent working relationships with external stakeholders
- Evidence of a pro-active risk management approach

Qualifications, Skills & Experience

- Commercially minded with a focus on community and an ability to put yourself in customers' shoes
- Excellent written and verbal communication skills; able to handle pressure well
- Ability to empathise with tenants in financial difficulties
- Able to use customer insight and additional information to minimise risks
- Strong individual and team player; approachable and able to achieve both short and long-term objectives
- Organised, service-driven, and able to prioritise to meet deadlines
- A team player who works positively and flexibly in line with our values
- 'Can do' attitude — motivated to do what's right, not what's easy
- Competitive yet supportive; able to achieve results individually and collectively
- Naturally uplifting personality and professional approach
- Ability to build and maintain excellent working relationships with partners, customers, and stakeholders
- Embraces challenge and change positively, values continuous improvement for customers and communities

General Responsibilities

This section outlines the broader responsibilities an organisational expectation what apply to all Red Kite employees, in addition to the role-specific requirements of the post.

a) **Tenant Focus -** Deliver a responsive, respectful and inclusive service to Tenants, placing their needs at the centre of decision-making and always ensuring a positive Tenant experience.
b) **Compliance and Regulatory Standards -** Ensure all activities comply with relevant legislation, regulatory standards (including the Regulator of Social Housing), and internal policies, maintaining the highest standards of governance and accountability.
c) **Safeguarding -** Promote and safeguard the welfare of Tenants and staff, recognising and appropriately responding to safeguarding concerns in line with Red Kite policies and statutory requirements.
d) **Health and Safety -** Take reasonable care for the health and safety of yourself and others, ensuring compliance with health and safety legislation, policies, and procedures at all times.
e) **Equity, Diversity and Inclusion (EDI) -** Actively support equity, diversity and inclusion, treating all individuals with dignity and respect, and contributing to an inclusive environment for employees and Tenants.
f) **Values and Behaviours -** Demonstrate and promote organisational values and expected behaviours, contributing to a positive, collaborative and high-performing culture.
g) **Data Protection and Confidentiality -** Handle all information in accordance with GDPR and data protection requirements, maintaining confidentiality and ensuring data integrity.
h) **Financial and Resource Responsibility -** Use organisational resources responsibly and, where applicable, operate within delegated financial limits to deliver value for money.
i) **Flexibility Clause -** Undertake any other duties commensurate with the role, as reasonably required, to support the effective delivery of services.
j) **Hybrid Working -** Work flexibly in line with organisational arrangements, balancing business needs with effective collaboration and service delivery.
k) **Commitment to Professional Development -** Maintain and develop professional knowledge and skills, participating in training and development opportunities as required.

This job description is subject to regular review and appropriate modification.