



ADUR & WORTHING
COUNCILS

Job Description & Person Specification

Authority	ADC / WBC
Directorate	Housing and Communities
Post Title	Income Recovery Officer
Post Number	44344
Accountable to	Private Sector Options Manager
Key leadership relationships	Internal: Revenue and Benefits, Environmental Health, Safer Communities, Adur Homes, Housing Solutions, Planning, Building Control, Finance, Legal. External: Members of the Public, other Local Authorities, Benefits Agencies, Government Departments, Emergency Accommodation Providers, Registered Providers, Supported Housing Providers, Private Sector Landlords and Lettings Agents, Bailiffs, Social Services, Police, Probation Service, Health Professionals, Solicitors, other Agencies, such as advice agencies and support providers, Voluntary Sector.
Work style	This role falls within the Blended Working Policy
Last updated	June 2026

Job Description - Principal purpose of job (role summary)

As Income Recovery Officer your will support the Private Sector Options Manager to:

Focus on maximisation of income through effective income recovery strategies and proactively working with homeless households to prevent arrears to ensure they can successfully maintain their temporary accommodation.

As the primary point of contact relating to rent and storage accounts for temporary accommodation placements, you are responsible for effectively managing all income recovery operations within the Housing Needs service. Utilising a person-centred approach to income recovery, your key responsibilities involve identifying vulnerable individuals at high risk of falling behind on payments, performing detailed financial assessments, and providing support for universal credit or housing benefit claims. Additionally, you will implement enforcement actions as required, including preparation of documents for court proceedings.

You will engage with storage and temporary accommodation providers to verify all billing before payments are issued and handle the recovery of any overpayments.

Your manager will empower you to apply our principles - resilience, adaptability and participation - to your working practices.

Expectations of post holder

Willingness to embrace change and ability to adapt to new ways of working

Enthusiasm for working across teams in collaboration and partnership in order to help deliver Our Plan

Act with honesty and openness, and be brave enough to contribute your ideas and get involved

Bring your passion for delivering a high quality service for our residents to your role

Engage proactively in your performance and development conversations, and embrace opportunities to learn and grow

Live how we work with each other and our customers:

- We listen
- We say what we think & do what we say
- We are inclusive & kind
- We are ambitious
- We think & act beyond ourselves and our service
- We are a team

Promote the service and Councils positively at all times

Role specific Duties and responsibilities
To maximise rental income collection and repayment of housing related debt but ensuring key principles of customer care are adhered to and the needs of vulnerable tenants are met.
To provide advice and assistance to customers who have rent arrears by visiting them on a regular basis and maximising personal contact.
To negotiate realistic repayment agreements taking into account financial circumstances and identify suitable cases for referral to debt advice services.
To process for payment, invoices sent to the Housing Services.
In accordance with the Councils' policy, to monitor rent accounts and implement the Councils' rent arrears control procedures ensuring that customers are notified of any arrears at the earliest opportunity. Update and maintain all computerised and manual recording systems on an accurate and timely basis
Be responsible for preparation of court documents and paperwork relevant to rent possession cases including negotiation of such cases with customers and other representatives before hearings and presentation of cases and associated evidence to the court at district and open court hearings.
Be fully conversant with County Court procedures including liaison with court officials, bailiffs and legal services as required.
To prepare bad debt cases for write off in accordance with policy and procedure.
To provide as required written reports in relation to issues and events related to the rent and other housing related debt.
Liaise with the Finance team as required to identify target income stream requirements in accordance with budgetary forecasts; monitor financial risks associated with income requirements and coordinate debt recovery measures as required (including determining the need for prioritised and targeted response actions).
Communicate through various means with key stakeholders such as local authorities, DWP, employers, other statutory and support agencies as appropriate. In particular, liaising with relevant services to ensure customers receive their full entitlement to Housing Benefit, to minimise Housing Benefit overpayments and receive newer entitlements such as DHP and Universal Credit as they are introduced and become fully operational.

Work with other agencies to respond to the needs of customers through referrals and signposting where necessary.
Maintain an up to date knowledge of relevant legislation and good practice.
Maximise customers positive experience and minimise complaints through the delivery of a high service standards including appropriate welfare benefits and money advice.
Undertake such other duties as may reasonably be allocated to the postholder, which may involve providing assistance in any section of the department as may be required from time to time.
Promote the service and Council positively at all times.
To adhere to all aspects of confidentiality and Data Protection in order to comply with the law. To observe all policies and guidelines as defined by the Councils' Data Protection Officer and/or the Service Data Controller.
Undertake all duties in accordance with Council policies, the Code of Conduct for Officers, and in particular policies relating to Customer Care and Equal Opportunities
Undertake any duties regarding health, safety and welfare at work, civil contingencies and business continuity which may reasonably be allocated to the postholder as a result of legislation, codes of practice or Council policies

As the post holder, you will be required to undertake such other duties as may be required within your grade and competence, and therefore the list of duties in this job description should not be regarded as exclusive or exhaustive.

Duties will be set out in this job description but please note that the Council reserves the right to update the job description, from time to time, to reflect changes in, or to, the role. The post holder will be consulted about any proposed changes. Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description.

Adur & Worthing Councils recognise the need to ensure the welfare of children and vulnerable adults when they come into contact with services provided by the Councils. Employees, volunteers and Elected Members have regular contact with the general public during the course of their work and are in a position to observe signs which might indicate that a person is at risk of harm and abuse. If signs, which cause concern, are observed, all employees (temporary and permanent), volunteers and Elected Members have a duty to report allegations, disclosures and suspicions of abuse or neglect in line with the Councils' [Safeguarding Policy](#).

Person Specification:

The core skills and competencies below are taken from our organisational [Skills and Competencies Framework v1.0](#) and are an indication of the expectations we have of our employees. The full document will be shared with you as part of the onboarding process.

Participative	Build strong relationships with people inside and outside your team and organisation to make a difference to improved outcomes for the local area Engage in clear and positive written and verbal communication to help people understand what you want to achieve and how they can help Value the unique strengths of people from different backgrounds to promote a culture of inclusion, equality and diversity More detail can be found in the Participation Skills & Competencies.
Adaptive	Adopt an active interest in learning and development opportunities that will enable you to strengthen and broaden your skills Experiment with new ways of working to help continuously improve how we deliver outcomes (including through the use of digital tools and platforms) Anticipate new challenges & opportunities to be able to adapt to change around you
Resilient	Embrace a consistently positive attitude and effectively prioritise workload to support your own wellbeing Cultivate a supportive environment with colleagues so people feel part of a team that looks out for each other Prioritise the use of resources that helps us be financially and environmentally sustainable
Leadership	Be open to coaching approaches to support others in finding solutions to problems Role model the principles above to inspire others to demonstrate positive behaviours Develop an understanding of the political processes that guide our organisation and show commitment to the safeguarding of others

	Essential	Desirable
Qualifications	Educated to GCSE level or equivalent including Mathematics	Qualifications or relevant experience in finance, accounts or statistics
Knowledge	Minimum of 1 year working in a customer service environment	

	Minimum of 1 year working in income recovery Sound knowledge of best practice in management of income recovery, debt counselling & debt collection	
Experience	Knowledge of welfare rights & benefits	Experience of working in the public sector Experience of working in a housing or related environment. Experience of dealing with people face to face with complex needs and displaying challenging behaviour.
Communication	Excellent written communication skills & ability to write accurate and clear correspondence and reports Excellent interpersonal skills Speaks in a clear and confident way, getting the key points across to a diversity of audiences	
Relationship Building	Able to develop and maintain good working relationships with clients and colleagues and encourage client engagement	
Analytical	Good analytical strength with high standard of literacy, numeracy and reporting skills Negotiates successfully, remaining open to suggestions, whilst significantly influencing outcomes Reaches sound judgements after careful and systematic evaluation of relevant facts	
Planning/ Organising	Strong financial awareness and ability to undertake financial assessments	

	Good preparation and presentation of high quality written reports, proficient in statistical analysis and quantitative business techniques Able work as part of a team and on own initiative Good organisational and time management	
Other requirements	Solid IT skills, including competence with word processing, spreadsheets, databases and email, and the ability to learn how to use new IT applications Valuing kindness and compassion in the workplace Acceptance of political restriction Able to work across a variety of locations within the Adur and Worthing Districts	

Job description & Person Specification agreed by:

Post holder (Print name):	
Signature:	
Date:	