



**SWINDON**  
BOROUGH COUNCIL

## Role Profile

<b>Job Title:</b> Debit Control Assistant	<b>Role Profile Number:</b> SBC_10373
<b>Grade:</b> CFL 5	<b>Date Prepared:</b> June 2023
<b>Directorate/Group:</b> Adults, Health & Housing	<b>Reporting to:</b> Service Delivery and Development Officer (Rents)
<b>Structure Chart attached:</b> No	

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### Job Purpose

- ❖ The creation and maintenance of financial and tenancy data on the housing management system, such as amending tenancies, housing rent accounts, including the movement of monies between accounts and dealing with any enquiries relating to this work
- ❖ Helping to ensure data and payments on the housing management system is accurate, up to date and appropriately shared. Downloading data, including payments, from other systems, and quality checking, prior to loading onto the housing management system.
- ❖ Quality checking information from officers and managers for amendments to tenancies and financial transactions ensuring correct processes and procedures are followed.

### Key Accountabilities

- Lead responsibility for updating the housing management system in respect of rent accounts to include element changes, tenant charges, refunds, universal credit and other rents maintenance functions as required.
- Advise and support other housing departments with creating and maintaining their tenancies on the housing management system.

- Moving money between sub accounts and reviewing former tenant credits on the housing management system. Checking suspense account for payments that need allocating to the rent accounts.
- Write off of low level arrears on former tenant accounts.
- Issue rent information cards for new tenancies.
- Responsible for the administration of direct debits throughout the year, excluding the annual review of direct debits at Year End.
- Arrange journal entries from rent accounts to Council Tax accounts as required.
- Implement and monitor salary and payroll deductions for SBC employees and subsequent payment onto rent accounts.
- Review requests for the creation of new property records and re-let of tenancies prior to inputting on the housing management system.
- Respond to requests from the Council's Legal Department in relation to rent account balances for 'Right to Buy' completions.
- Be responsible for the completion of all tenancy amendments ensuring all processes and procedures have been followed and the data is correct. Liaise with staff at all levels including Senior Officers to ensure information is accurate.
- Correct and oversee other service area requests for system amendments liaising with tenants and other departments as required with regards to tenancy and financial details.
- Highlight system or procedural issues and bring them to the attention of the IT team and Senior Officers.
- Assist with testing of changes to the current or future housing management system.
- Assist in the year-end processes ensuring all accounts are updated accordingly.
- Work with internal and external quality checking such as audit.
- Calculating the correct balances for rent refunds and then removing credits from accounts once authorised.
- Undertake other duties within the scope of the grade of the post.

#### **Sharing knowledge and helping colleagues**

- Review accounts in accordance with policies, procedures and practices. Provide feedback to officers and managers, including appropriate action and recommendations.
- Input into developing business processes as required.
- Liaise and advise Housing staff on all matters relating to Housing Management System Support Officer functions.

#### **IT**

- Fully utilise IT packages, tools and functions available, including those in development, to enable you perform your role better.

### **Other support tasks**

- Assist in housing management function by highlighting any issues found during processing of data on the housing management system including rent accounts and tenancy amendments.
- Use your knowledge and skills to assist in the identification of tenancy and benefit fraud and report accordingly.
- Assist with internal enquiries relating to the housing management system and liaise with external agencies where required to ensure data is accurate and up to date.

### **Supplementary Accountabilities**

- Participate in equality and diversity training, information briefings and events as and when required as part of continuous professional development.
- Promote equality and diversity best practice in all areas of work.
- Representing the Council's commitment to tenant participation through actively developing and sustaining links with representative groups.
- Maintaining awareness of tenant participation and, where required, assisting with the achievement of targets and commitments.
- Ensure that any identified personal training needs are discussed with the immediate supervisor including being appraised in accordance with the Council's development and appraisal scheme and to undertake a programme of continuous development.
- You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided and inform your manager of any hazardous situations or risks of which you are aware.
- You must ensure you undertake responsibilities relating to your position as detailed within your Directorate Health and Safety Policy.
- Work within agreed confidentiality policies and protocols.
- You will need to have the flexibility and ability to change, as the role entails working in a rapidly changing environment.
- Any other duty considered relevant to the grading level of the post.

### **NOTE:**

This job description is intended as a general guide to the duties attached to the post and is not an inflexible specification. It may therefore be altered from time to time to reflect the changing needs of the department, always in conjunction with the post holder.

Housing is committed to working in a manner, which does not discriminate against any individual or group regardless of ethnic origin, sexual orientation, disability, age, religion or gender.

### **Knowledge & Experience**

*Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:*

- Good attention to accuracy and detail and the ability to work logically.
- IT literate in Windows based systems.
- Experience of identifying problems and finding solutions in an operational environment.
- Ability to manage and organize own time effectively and to meet tight deadlines.
- A basic understanding of the public sector in particular social housing.
- Good communication skills both verbal and written.
- Ability to deal with varying demands in a constantly changing environment which challenges knowledge and experience.

### **Qualifications**

- 2 GCSE's or equivalent in Maths and English Language Grade C / 5 or above.
- Housing Qualification or Business Administration Qualification (preferred).

### **Decision Making**

- Challenge officers of all levels on data requested for inputting into the housing management system.
- Spot inaccuracies on the accounts both monetary and administrative and highlight to Senior Officers.
- Assess and investigate queries, problem solving, analysing risk and prioritising and producing a positive solution.

### **Creativity and Innovation**

- Assist with developing improved business processes as required.

<p><b><u>Job Scope</u></b></p> <p><b>Number and types of jobs managed</b></p> <ul style="list-style-type: none"> <li>• Swindon Borough Council currently has over 10,200 properties</li> <li>• Housing Management System is vital to running of the Housing service</li> </ul> <p><b>Typical tasks supervised/allocated to others</b></p>	<p><b>Budget Holder</b></p> <p><b>Responsibility</b></p> <p><b>Asset Responsibility:</b></p>	<p>No</p> <p>N/A</p> <p>N/A</p>
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**Contacts and Relationships**

*(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)*

- Written:, standard letters, designing and completing forms.
- Verbal: Giving advise to colleagues of all levels. Contacting tenants via telephone if required.
- External contacts: Ward Councillors, MPs, benefit agencies, welfare advice agencies, Children’s Services, Adult Social Care, Health, Police, HMP

**Other Key Features of the role**

*(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury)*

- The role is hybrid so the post-holder needs to have the flexibility to be able to work from home as well as in the office on a regular basis as and when required.
- The role may require some contact with the public via telephone.