



Creating great homes together

Role Profile

Position

Income Administrator

Reporting to

Income Manager

What you can expect

We're a magnificent place to work, where talented and ambitious people enjoy rewarding, purposeful and fulfilling careers in an inspirational environment.

- You will be part of a strong, customer focused team that are passionate in what they do.
- First class training and support.
- Learn new skills that will set you apart.
- Working with talented and ambitious colleagues.
- At Magna, we are committed to your growth and professional journey. We offer ample opportunities for further training and development, empowering you to excel in your career. Our comprehensive benefits package underpins our commitment to your well-being and includes a generous Pension Scheme, Health Care Cash Plan, Wellbeing Portal and Employee Assistance Program. These resources are designed to support both your mental and physical health, ensuring your success in both personal and professional aspects of life.
- We actively support our local communities and encourage employee involvement by offering one paid day per year for volunteer activities alongside access to Credit Union facilities and Colleague Voice. You will also benefit from Company Sick Pay and a competitive annual leave entitlement, which increases progressively with your length of service over the first five years.

What you are known for

- Putting customers at the heart of everything you do.
- Helping colleagues to meet customer demands.
- Being supportive of other team members, showing diplomacy, patience and care.
- Being organised.
- Able to communicate effectively in a range of different circumstances.

What you take care of

- Contact customers regarding current garage debt.
- Raise purchase orders and process goods receipting.
- Process housing benefit letters, write to inform customers of the change and change their contribution on the housing system.
- Complete money matters referrals for customers who have had their housing benefit stopped or suspended.
- Monitor the team post and emails, reassigning to correct person.
- Complete refund paperwork for current customers in credit.
- Deal with current customers failed direct debits, passing the information on to the correct income officer.
- Complete manual payment paperwork.

What you need to be successful

- Excellent Microsoft office skills, including word, excel and outlook.
- Ability to use own initiative to problem solve and prioritise own workload.
- Excellent communication skills both written and, on the telephone.

Qualifications required

Applicants with transferrable skills are encouraged to apply.

- Equivalent of GCSE grade C/4 or above in Maths and English.

Approved: V1/