



Creating great homes together

Role Profile

Position

Income Officer

Reporting to

Income Team Leader

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 and able to work to targets.
- Able to communicate effectively in a range of different circumstances.

What you take care of

- You will be responsible for regularly monitor accounts and ensure appropriate action is taken on debts in line with Magna's income management policies and procedures in a timely manner.
- Make, record and monitor repayment arrangements with customers.
- To work with other Magna staff and external agencies to support customers to make payments and maximise their income.
- Ensure a payment culture exists at the start of every new tenancy and licence and continues throughout to ensure that customers are fully aware of their payment responsibilities and Magna's policy on debt.

What you need to be successful

- Excellent Microsoft office skills, including word, excel and outlook.
- Experience of debt recovery.
- Experience using Aareon QL.
- Knowledge of the housing act and welfare reform.
- Experience of dealing with people claiming universal credit.
- Full driving licence and ability to travel.

Qualifications required

Applicants with transferrable skills are encouraged to apply.

- Minimum of one year's experience in social housing or similar environment and the equivalent of GCSE grade C or above in Maths and English.

Approved: V1/