Income Recovery Officer
Candidate Pack

workplace wellbeing CHARTER

DARTFORD BOROUGH COUNCIL

About the role

Income Recovery Officer

Directorate – Housing and Public Protection

Department – Housing Finance

Grade – D

Salary – £29,087 rising to £31,554 following 12 month's satisfactory service

Hours - 37 hours per week – Monday – Friday

Flexi-time Available

About the role

This is an exciting opportunity, working in an intensive housing finance team which is responsible for income collection and delivering a comprehensive customer centred debt recovery service. The post holder will support our Housing Finance Team, being the first point of contact for all Dartford Borough Council residents, contractors and others to ensure debt recovery is maximised.

This post is considered by DBC to be a customer-facing position. The Council therefore has a statutory duty under Part 7 of the Immigration Act (2016) to ensure that post holders have a command of spoken English sufficient for the effective performance of the job requirements.

Skills, Knowledge and Experience:

You must be able to evidence the following skills and experience:

- Efficient administration and exceptional organisation;
- Self-motivation;
- Excellent communication, both written and orally;
- An understanding of Data Protection (GDPR) in a confidential working environment;
- Confidence, enthusiasm, empathy and a flexible approach;
- IT literacy, including Microsoft and Housing Management systems;

Relevant experience of working in a similar role in a social housing environment, is desirable. The successful applicant will also have worked successfully in customer service or administration position, analysed information to present to colleagues. The ability to understand procedures and retain information, working accurately and efficiently. An excellent working knowledge of Microsoft Word, Outlook and Excel packages as well as some experience in working with a housing management system would be desirable.

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Disability Confident Employer

DBC is Disability Confident Employer and welcomes applications from candidates with a disability.
We operate a Guaranteed Interview to any candidate with a disability who meets the minimum criteria for the role. If you have a disability and are applying for a particular role, please ensure that you indicate this on your application form, and advise us of any reasonable adjustments which you may require.
A disability under the Equality Act 2010 is defined as a physical or mental impairment which has a substantial and long term adverse effect on your ability to carry out normal day to day activities.

Care Leavers

We will offer an interview to care leavers who meet the minimum criteria for the post. If you are a care leaver, you must inform us of your care leaver status at the time of your application.

Armed Forces

As part of the Council's commitment to the Armed Forces Covenant and to ensure that ex-armed forces personnel are not disadvantaged as a result of their service, veterans of the armed forces and/or their spouses/civil partners, applying for a job at the Council will be guaranteed the offer of an interview, provided that:

- They or their spouse/civil partner are currently serving in the armed forces and are within 12 weeks of their discharge date
- They or their spouse/civil partner were in long-term employment with the armed forces within the last five years
- They meet the essential criteria for the advertised role
- They confirm that they wish any application for a post at the Council to be considered under the guaranteed interview scheme.

How to apply

Please apply via:
https://www.dartford.gov.uk/by-category/jobs-and-careers/job-vacancies-at-the-council

Do not send your CV – only fully completed application forms via the link above will be accepted

We reserve the right to close this vacancy before the advertised closing date. Please apply early to avoid disappointment.

Shortlisted?

Shortlisting and selection will be based on the job profile and experience required. You will need to address these requirements in your application drawing on any experience you have gained at work or in a voluntary capacity. You should give examples of how you meet the criteria outlined in the job profile and the Council's Core Behaviours. If you are unable to explain how you meet the requirements of the role, we may not be able to shortlist you.

Closing date:

23:59 8th November 2026

Interview date:

TBC

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About the Council

Why Dartford

'Dartford is a place of quality, choice and safety. A place where great communities, concern for the environment and a successful economy support people who want to live, work and enjoy leisure time.'

Dartford Borough Council is one of the most exciting places to work in the region. Not only are we working on some special projects to improve life in the borough but we also have one of the most accessible offices in the country.

Our Commitment to Equality and Diversity

Dartford Borough Council is committed to equal opportunities policies and action to ensure that the best candidates for any post are appointed irrespective of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation. We operate a name-blind recruitment process and remove candidates' personal information to ensure that people will be shortlisted for interview on merit.

Our aim is to remove barriers to employment, promotion and development so that all employees have equal access to these on the basis of ability and the requirements of the job.

We are committed to challenging inequality, discrimination and disadvantage and to achieving the highest standard of employment practice. Equality of opportunity for all sections of the community and workforce is an integral part of this commitment, and we welcome applications from all sectors of the community.

The Council has signed up to the Disability Confident Scheme. Through Disability Confident, we are working to ensure that disabled people and those with long term health conditions have the opportunities to fulfil their potential and realise their aspirations. We are committed to interviewing all disabled candidates who meet the minimum criteria for the role.
In addition the Council will where possible make reasonable adjustments to ensure the interview process is accessible to disabled candidates.

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Getting to us

Civic Centre
Home Gardens
Dartford
Kent DA1 1DR

By car...

The Civic Centre can be accessed via A206 to the north, A282/M25/M20 to the east and the A2 to the south. The A226 Dartford Road links Bexley to Dartford Town Centre. The Council offers free car parking for staff.

By train...

Dartford Civic Centre is situated opposite Dartford station. Dartford is part of the TfL Oystercard area and there are regular and frequent services from Central London (Charing Cross, Victoria and London Bridge). In the opposite direction there are regular services to Gravesend and the Medway Towns with connections to Canterbury and the Kent Coast.

By bus...

Good bus services serve Dartford town centre, including TfL buses, and the Fastrack rapid transit system. Bus stops in Home Gardens, two minutes walk to the Civic Centre, are served by:

- TfL bus routes 96, 428 and 492
- Fastrack bus routes A, B & C
- Arriva Sapphire bus services routes 480 & 490 between Dartford Town Centre and Gravesend.

By bike...

Dartford Town Centre lies on strategic cycle routes. View the routes on the Explore Dartford Maps:

https://explorekent.org/wp-content/uploads/2020/06/EK-DARTFORD_PRINT.pdf

Link to map and more info

Dartford Borough Council Civic Centre

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Core Behaviours

Values are a key component of a healthy workplace culture because they clarify how the Council and its staff should behave and help to ensure that everybody is working towards the same goals. They provide the framework within which employees can test decisions, accomplish tasks, and interact with others.

The Council's core behaviours reflect the special qualities that attract, engage and retain the talent that we want; and will be used to shape our culture by influencing the work we do, and how we do it. These behaviours focus the way we expect employees to approach daily business practices, conduct communications and interact with one another.

The Council has five core behaviours that guide the way we think and act as an organisation, and each member of staff is responsible for incorporating them into their day to day roles.

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Core Behaviours

Communication

Demonstrated by:

- Actively listening to customers and colleagues and asking questions to provide clarity
- Seeking to understand customer and colleague needs and proactively looking for ways to exceed expectations
- Being clear, concise and courteous
- Providing regular and timely feedback
- Leaving a positive impression of the Council

Respect

Demonstrated by:

- Creating trusted relationships with customers, colleagues and communities to achieve mutual goals
- Treating customers and colleagues with respect and dignity and valuing others as individuals
- Learning from others and valuing differences
- Being thoughtful, tactful and considerate
- Acting with integrity, loyalty and trust

Accountability

Demonstrated by:

- Taking the initiative and ownership of our decision, actions, performance and behaviour
- Learning from our mistakes and seeking out opportunities to improve
- Delivering on promises to customers and colleagues
- Being proud of what we do

Adaptability/Flexibility

Demonstrated by:

- Displaying a 'can do' attitude and being innovative
- Embracing change
- Getting out of our comfort zones and creating our own opportunities
- Looking for the positive in every situation
- Challenging negativity and bad behaviour

Collaboration

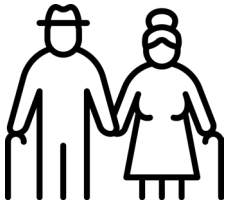
Demonstrated by:

- Sharing ideas and challenges with our colleagues and actively seek out their opinion
- Working together beyond departmental boundaries to achieve superior results
- Ensuring everyone has an equal opportunity to share and contribute ideas
- Being part of the solution

Total Reward Package

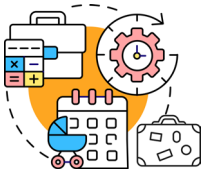
Pension

We are part of the Local Government Pension Scheme (LGPS). There is a 50/50 section which enables a member to pay half rate contributions for half the benefits. The LGPS is a career averaged revalued scheme (CARE), which means your benefits are based on your salary for each year you are in the scheme.
Your contribution rate, based on your salary, is 6.5%



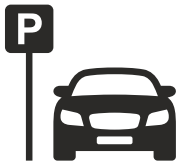
Holiday Entitlement

You will be given a generous holiday entitlement of 162.8 hours (equivalent of 22 days) plus a further 37 hours (equivalent of 5 days) after five years of continuous DBC service, and a bank holiday entitlement per annum.
These amounts are pro-rated for part-time hours.



Car Parking

Free car parking for work



Private Medical Insurance

Subsidised private medical insurance for employees on Grade H and above on application

Shared Cost AVC's

LGPS members have access to our Shared Cost Additional Voluntary Contribution (Shared Cost AVC) scheme, which offers you a cost-efficient way to invest in your financial future.

Professional Membership Fees

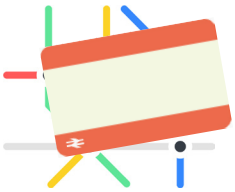
The cost of one membership a year to a professional organisation that you require for your job

Car Loan

A loan to assist you with buying a car, subject to certain criteria being met

Season Ticket Loan

An interest free loan to assist with the purchase of a season ticket to travel to and from work



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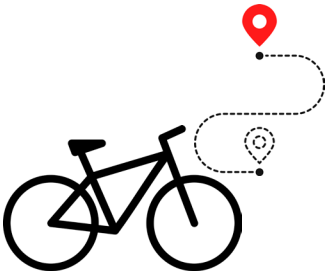
Total Reward Package

Cycle to Work

A salary sacrifice arrangement which allows employees to purchase a bicycle for travel to work. The scheme allows the cost to be spread over a monthly deductions and also reduces the employee's tax and national insurance costs.



Hybrid Working

A Hybrid Working Policy which allows you to work part of your week remotely (depending on role and in agreement with your line manager)

Flexi-Time Working

A flexi-time working scheme (in agreement with your line manager)

Wellbeing

We have achieved the national Workplace Wellbeing Charter accreditation demonstrating our commitment to proactively championing a health workplace culture.

Employee Assistance Programme

Access to a free and confidential Employee Assistance Programme which offers support for a wide range of issues including telephone and face to face counselling

Occupational Healthcare

An occupational health service to support employees in the management of health issues.

Occupational Sickness Pay

Generous sick pay based on length of service

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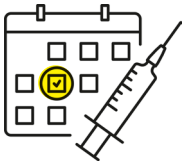
Flu Vaccinations

Free flu vaccinations on an annual basis



Eye Care

Assistance with the cost of an eye test and glasses or contact lenses for working with computer screens

Fairfield Leisure Centre Discount

20% discount on Premium Membership

Employee Benefits Portal

A host of benefits, deals and offers via our online benefits portal including, but not limited to, shopping, travel and activities

Family Friendly Policies

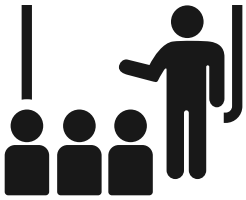
An enhanced package of Maternity, Adoption, Paternity, Parental, Shared Parental and Parental Bereavement Leave

Compassionate Leave

Up to 10 days paid leave following the death of a close relative

Cadet and Reserve Armed Forces Leave

Up to 10 days paid leave per year to take part in duties or training.



Public Duty Leave

Additional leave for members of certain public bodies to undertake duties

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Job Profile

Job Title: Income Recovery Officer

Grade: D

Reporting to: Housing Finance & Scheme Manager

Responsible for: N/A

Experience:

- Experience of working in a customer facing role within a housing environment essential.
- Experience of using an integrated housing database and working within a confidential working environment essential.

Specialist Knowledge:

- Good working knowledge of Microsoft Word, Outlook and Excel essential.
- Basic knowledge of welfare benefits and knowledge of court processes relating to enforcement action essential.
- Knowledge of key housing legislation desirable.

Qualifications:

- 5 GCSE's grade C or above or equivalent, including Maths and English.

Special Circumstances:

- Mature and professional manner, able to deal with customers in difficult situations.
- Must be able to work in a confidential environment.
- Excellent literacy and numeracy skills.
- Ability to work independently and use own initiative.
- This role requires a DBS check.
- Full & clean UK driving licence and use of own car.
- Flexible approach to attending external meetings.

Key activities:

To lead and coordinate the Council's efforts towards Domestic Abuse Housing Alliance (DAHA) Accreditation.

This includes but is not limited to:

- Responsible for monitoring all current temporary accommodation tenants rent accounts, taking early preventative action to stop arrears accruing and ensure targets are met.
- Making agreements for arrears to be cleared taking into account individual circumstances including welfare benefit entitlement.
- Following escalation policy taking further action where required including service preparation of applications to court.
- Providing a consistently high quality service as the first point of contact for all temporary accommodation tenants with rent arrears enquiries.
- To be responsible for the collection of leaseholder service charge income and dealing with any associated arrears, issuing chase letters as and when required, including pursuing through the Court to forfeiture stage.
- To identify which service charges accounts require formal recovery action and bringing such cases to the Housing Scheme & Finance Manager's attention.
- To follow through on any claims made via HMCS.
- To recover former tenant arrears including referring cases to debt collection agencies.
- To recuperate Housing related re-charges from tenants or other companies.
- Carrying out word and data processing, photocopying, filing and all other administrative duties.
- Establish and maintaining accurate and appropriate record systems (both paper and computer based).

This, together with the competency levels is a description of the job as it is at present constituted. It is the practice of this Council to periodically review and update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. You will be expected to participate fully in any discussions and, in connection with them, to re-write your job profile to bring it up-to-date if this is considered necessary or desirable, and to discuss it with your immediate superior. It is the Council's aim to reach agreement on reasonable changes, but if agreement is not possible the Council reserves the right to insist on changes to your job description after consultation with you. As a term of your employment you can be required to undertake such other duties commensurate with your grade, and/or hours of work, as may reasonably be required of you. All aspects of the post are to be carried out in compliance with the Council's overall Policies and Procedures, and all post holders will frequently have access to confidential information and will maintain such confidentiality as required by the Council.

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