

CUSTOMER INCOME ADVISOR

Team	Salary
Customer Income	£32,417
Team responsibility	Line manager
None	Customer Income Team Leader

The job in a nutshell

This role contributes to the Beyond Housing strategic goal to provide affordable homes where people feel safe and secure.

The role gives you responsibility for income collection from our customers whilst providing a holistic service to help them with any issues they have with their income and benefits. The role is pivotal in assisting with the provision of an efficient, effective welfare benefit and housing debt recovery service, maximising income and reducing debt levels of all current customers. No two days are the same as you move from recovery and negotiation to challenging DWP on benefit accuracy!

Duties and Responsibilities

- Use initiative to assist with the development of more effective and efficient working practices and identify process improvements which will contribute to the success of the business and service area.
- Build excellent working relationships with internal and external stakeholders by providing exceptional support and communication and maintaining good engagement.
- Manage caseloads in line with the team's policies and procedures.
- Provide professional advice and support relating to the service area to instil trust in our stakeholders.
- Be responsible and accountable for your own caseload.
- Support team colleagues with workloads to ensure a high-quality service is delivered by the whole team at all times.
- Maintain appropriate and agreed records of all activities to enable other members of the team to pick up work in your absence. Utilise relevant company systems where required.
- Take appropriate action within legislation, policies and procedures.

Version No	Revision Date	Reason for Revision	Job Evaluation Number
1	August 2025	Initial Version	

- Develop and sustain partnerships and refer on, where relevant, to external agencies (both statutory and non-statutory).

The above is not an exhaustive list of duties and the role holder will be required to undertake any other reasonable duties in line with the purpose and grading of the role.

What you'll bring to the team/role

Skills, knowledge and experience

- Knowledge and application of the relevant legislation, policies and procedures
- Ability to apply legislation to specific circumstances
- Experience of advising on welfare benefits including benefit calculations
- Experience of analysing data to help make informed decisions
- Experience of using a variety of different systems
- Ability to prioritise and organise workload to meet deadlines, objectives and targets.
- Ability to effectively communicate, negotiate and collaborate with a wide range of stakeholders internally and externally
- Ability to manage difficult situations/ manage conflict and support/ work with customers to resolve problems.

Competencies

- **Customer focus** - Considers customer needs, builds trusted relationships, drives service excellence, and leads improvements
- **Working together and communication** - Drives clear communication between teams, coaches others, and builds a culture of respect
- **Takes ownership and delivers results** - Takes ownership for tasks, anticipates and mitigates risks, drives accountability, and builds a transparent, delivery focused culture
- **Problem solving and continuous improvement** – solves problems, drives improvements, engages in continuous improvement across teams
- **Adaptable and flexible** - Anticipates and responds effectively to change, supporting others to adapt, learning quickly, and role modelling flexibility
- **Risk Based thinking** - Proactively identifies and considers risks and opportunities, embeds risk aware decision making, coaches others in effective risk management, and strengthens organisational resilience

Qualifications

- 3 x NVQ level 2 or equivalent, including literacy and numeracy or relevant exempting experience
- Driving Licence

It's a bonus if you also bring

- Knowledge and experience of the Housing Sector and relevant processes and procedures
- Experience of undertaking research and developing new ways of working.

NB: if you have a disability, we may explore reasonable adjustments with you