



# Job vacancy

## Income Officer

### Manchester Office - Hybrid

Would you like to work for an organisation that has been providing homes for people with a learning disability and autistic people for the last 25 years and is rated V2 G1 from the Regulator of Social Housing?

Do you have the drive to make a difference and work for an organisation which makes a real difference to the lives of people with a learning disability and autistic people?

Do you want to be a part of a team which offers exciting and challenging opportunities for you to develop thought provoking, innovative ideas?

If the answers are yes, then this could be the role for you.

**£ 29,836**

**Full Time Position**

### Golden Lane Housing



0300 003 7007

Golden Lane Housing

Parkway Four

Parkway Business Centre

Princess Road

Manchester

M14 7HR

Please submit your applications for an interview date of 10th September 2024



[people@glh.org.uk](mailto:people@glh.org.uk)



For more information please visit:

[www.glh.org.uk](http://www.glh.org.uk)



We are proud of our commitment to being Disability Confident and welcome applicants with disabilities to apply for all roles with us. To find out more about the scheme please visit the direct gov website.



# Job advert

We believe in a world where everyone with a learning disability and autistic people have opportunities to access good quality housing that meets their needs, and we want to continue to make an immense impact on the lives of our tenants. Our impressive national portfolio currently provides homes to over 2,500 people and we have big plans to do more as part of our brilliant growth trajectory.

Our people are at the forefront of delivering our ambitious plans and you will play a key role in helping us achieve our objectives to make a positive difference to the lives of so many people.

We are focused on creating a workplace that's inclusive and diverse, we pride ourselves on being a caring, listening, honest organisation, where everyone can be their best and that's why we're a Mental Health Gold champion, a member of Includability and Disability Confident employer.

As an equal opportunities' employer, we strongly uphold the commitment to treating everyone with fairness and respect and therefore encourage suitably qualified applicants from a wide range of backgrounds to apply.

The Income Officer is responsible for income and debt management service, supporting customers to sustain their tenancies and ensure GLH meets rental income performance expectations. The role is a key point of contact for customers and stakeholders and will work collaboratively with a range of internal and external stakeholders and key agencies in the delivery of an effective income and property service to all our tenants.

The Income Officer role is key to the operational delivery and management of financial controls making sure that everything we do is financially viable and sustainable in the management of our rental income and service charge debt, SSH Housing Benefit Exemption Application, Supporting Housing Contracts Payments and accounts payable and receivable duties.





# Job advert

## Candidate requirements

- Experience of debt management with in Social Housing
- Understand rent account management processes
- Build relationships internal and externally with stakeholders that will assist with income collection
- Good time management skills with the ability to work with competing deadlines and under pressure
- Good communication skills having the confidence to interact effectively with different people, face to face, over the phone and by email
- Ability to deal sensitively with all enquiries and tenants queries
- Ability to work as part of a team and to adapt and respond to change.
- Highly IT literate, with the ability to use a range of Housing Management and Accounting Systems
- Experience of Income and Debt management credit control
- Awareness of the Housing Sector and learning disability
- Have knowledge and experience of dealing with all aspects of the Welfare Benefits System

Please note that we are not able to offer visa sponsorship for this position. Only applicants who have the legal right to work in the United Kingdom without sponsorship will be considered.

To apply, please send a CV and covering letter outlining your experience, knowledge and skills relevant to the role, tell us a story about yourself and how you feel that you can meet the requirements of the role.



[people@glh.org.uk](mailto:people@glh.org.uk)

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**Golden Lane  
Housing**



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