



**FIRST HOUSING**  
Aid & Support Services

## CANDIDATE INFORMATION PACK

Dear Applicant

### **RE: RENT MANAGEMENT OFFICER (Ref: RMO/R1/01) (Derry/Londonderry)**

Thank you for your enquiry in respect of the above position. Enclosed you will find the following information:

- Summary Information of the project
- Job Description, which includes:
  - Summary of Role
  - Person Specification
- Privacy notice

Please complete the employee-monitoring questionnaire and return it with your completed application form. It will be kept separate from your application for selection purposes.

**The closing date for receipt of applications is:**

**Please note:**

**All our recruitment for this position will be done through e-mail, please provide a suitable e-mail address for correspondence and attach your completed CV**

If you do not have an e-mail address, please contact Karla on 07921056728

If you have a disability and in the event that you are shortlisted, you may notify us to enable us to make any reasonable adjustments for interview.

Shortlisting will be undertaken on the basis of the enclosed person specification, so please address all criteria listed in the person specification when completing your CV.

This post will be subject to a Basic Access NI check

Thank you for your interest in the work of First Housing Aid & Support Services, we look forward to receiving your completed application.

Yours faithfully

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Karla O'Kane  
Personnel Manager  
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## **Information about our SmartMove Housing Project**

SmartMove exists to create sustainable tenancies in the private rented sector for those in housing need that are unable to access social housing. It provides prospective tenants with individually tailored solutions and benefit advice in order to help them choose the best property to meet their housing need and financial circumstances and thus prevent repeat homelessness.

At the pre-tenancy interview, any additional support needs which might undermine tenancy sustainment are identified, and low to medium level support is provided via floating support services. The service can signpost to other specialist services if necessary and mitigate against eviction and tenancy breakdown.

A full management service is provided to landlords registered with the scheme, which includes rent/deposit account and arrears management, contents inventory, mediation and help in acquiring a rent deposit bond where appropriate. These services aim to ensure more landlords are willing to house this client group and ease pressure on housing waiting lists.

We work with vulnerable, low- income individuals who do not qualify for Social Housing, to access and maintain a Tenancy within the Private Rented Sector. Our Partners include over 200 landlords and other First Housing support projects, local authorities and external voluntary organisations.

Efficient and timely financial administration is therefore essential and as such, the Rent Management Officer is an important and integral role to the smooth running of our, award-winning, SmartMove Housing Project.



## **FIRST HOUSING AID & SUPPORT SERVICES**

### **JOB DESCRIPTION**

<b>Title:</b>	Rent Management Officer, SmartMove Housing
<b>Reports To:</b>	Head of Finance
<b>Purpose &amp; Objectives:</b>	To ensure the effective collection of rent and deposits from our tenants, the payment of same to our landlords (which includes charging relevant management fees for the service) and lodging all deposits collected with TDS NI (tenancy deposit scheme). To work supportively and proactively with landlords and tenants with the aim of sustaining tenancies.
<b>Location:</b>	26 Bishop Street, Derry/Londonderry (Some remote working possible)
<b>Salary</b>	£22,000 – 25,000 per annum DOE
<b>Hours of Work</b>	37.5 hours per week, Mon - Fri
<b>Probationary Period</b>	6 months
<b>Annual Leave</b>	5 working weeks, exclusive of bank and customary holidays
<b>Sickness Scheme</b>	3 working weeks contractual pay in any 12 month period under current terms and conditions of employment
<b>Pension</b>	Company pension available, details available on request

### **MAJOR TASKS AND RESPONSIBILITIES:**

1. Setting up new tenancies and ending leavers on Rental Management Web Based System and excel
2. Processing of Rental Income – includes supply of Allpay Payment cards and processing of same together with the administration of Standing Orders, Housing Benefit, Universal Credit, Discretionary Payments and Rates. Notification to tenants of rental shortfall changes in line with benefit entitlements
3. Processing payments to Landlords on a daily, monthly and four-weekly basis and charging of management fees. This includes the distribution of four-weekly landlord rental and payment statements

4. Lodgement and management of deposits within the TDS NI system – including best efforts to collect any outstanding balances owed and dealing with the return of deposits on departure and working with both landlord and tenant should any disputes arise.
5. Monitoring Arrears including weekly texts to tenants who are in arrears and weekly reporting of same to Housing Officers
6. Liaising with relevant Benefits sections in local authorities regarding any queries on payments received from them
7. Arrange for production and distribution of rent statements for tenants on request
8. Maintain up to date details of all outstanding Housing Benefit/Universal Credit claims/UC Rates Claims and any associated problems arising out of these claims
9. Monthly check on all Rent Balances
10. Monthly Management Fee Income Reconciliation
11. Weekly Bank Reconciliations for both Rent and Deposit Accounts
12. Monthly Management Accounts – includes reconciliation of Housing Benefit/Universal Credit/Allpay Card Payments/Landlord Payments
13. Online banking – includes transfers/landlord payment uploads/printing statements/returning overpaid rents to tenants etc.
14. Maintaining clear and accurate records for Funders
15. Rolling VAT Check
16. Attending any Benefit take up campaigns or surgeries as required
17. Any other duties appropriate to the post

## **RELATIONSHIP WITH FIRST HOUSING**

- To be an active team member, supporting colleagues, being prepared to receive support as necessary and contribute fully to team workload.
- To participate in staff meetings as required.
- To participate in staff development and review.
- To attend training as identified and required in relation to personal and professional development.
- To comply with the policies and procedures in place that meet with health and safety legislation.
- To respect our policy of promoting equality/valuing diversity.

**PERSON SPECIFICATION**

**Rent Management Officer, SmartMove Housing (RMO.R2.01)**

Requirement	Essential or Desirable?	How Assessed?
<p><b>Qualifications / Experience:</b></p> <ul style="list-style-type: none"> <li>Minimum of five GCSE's at grade C or above (or equivalent) including Maths and English Language <b>AND</b></li> </ul>	Essential	Via application form/appropriate certificates
<ul style="list-style-type: none"> <li>Accounting Technician qualification with at least 1 year experience working in a busy Private Rental Sector company (i.e Estate Agent) or similar <b>OR</b></li> </ul>	Desirable	Via application form/appropriate certificates
<ul style="list-style-type: none"> <li>At least two years' experience in the Private Rental Sector managing Rental Income and Landlord Payments <b>OR</b></li> </ul>	Desirable	Via application form/ interview/references
<ul style="list-style-type: none"> <li>Proven track record of at least 2 years experience working within Finance who can demonstrate the knowledge, skills and competencies outlined in the job description</li> </ul>	Essential	Via application form/ interview/references
<p><b>Knowledge:</b></p> <ul style="list-style-type: none"> <li>Sound knowledge of best practice in management of rental income and payments of same to landlords</li> </ul>	Essential	Via interview
<ul style="list-style-type: none"> <li>Sound knowledge of dealing with tenant deposits and tenancy deposit schemes</li> </ul>	Desirable	Via interview
<p><b>Skills &amp; Competencies:</b></p> <ul style="list-style-type: none"> <li>Excellent interpersonal and communication skills, particularly able to work with the public, &amp; ability to write accurate &amp; clear correspondence, emails &amp; reports</li> </ul>	Essential	Via interview/application form/references

<b>Requirement</b>	<b>Essential or Desirable?</b>	<b>How Assessed?</b>
<ul style="list-style-type: none"> <li>• Flexible, approachable and can work under pressure</li> </ul>	Essential	Via references/interview
<ul style="list-style-type: none"> <li>• Able to work both independently and as part of a team.</li> </ul>	Essential	Via references/interview
<ul style="list-style-type: none"> <li>• Willingness to take managerial direction.</li> </ul>	Essential	Via references/interview
<ul style="list-style-type: none"> <li>• Excellent organisational skills and ability to prioritise workloads to deliver within agreed deadlines</li> </ul>	Essential	Via interview/references
<ul style="list-style-type: none"> <li>• Proficient in use of databases, spreadsheets and word processing systems</li> </ul>	Essential	Via interview/ application form/references
<ul style="list-style-type: none"> <li>• Proficient in use of Accounts Packages and online Business Banking</li> </ul>	Essential	Via interview/references
<ul style="list-style-type: none"> <li>• Proficient in use of Office 365, in particular Outlook and One Drive</li> </ul>	Essential	Via interview/ application form/references
<ul style="list-style-type: none"> <li>• Proficient in use of Web Based Software</li> </ul>	Essential	Via interview/ application form/references
<ul style="list-style-type: none"> <li>• Keen eye for detail and accuracy</li> </ul>	Essential	Via interview/ application form/references
<ul style="list-style-type: none"> <li>• The post holder must be able to demonstrate a good attendance/performance work record</li> </ul>	Essential	Via application form/interview/references
<b>Personal Attributes:</b> <ul style="list-style-type: none"> <li>• Ability to deal with tenants/landlords sensitively, with care and confidentially</li> </ul>	Essential	Via references/interview

Requirement	Essential or Desirable?	How Assessed?
<b>Other:</b> <ul style="list-style-type: none"> <li>No health problems which would adversely affect ability to carry out all the duties of the post.</li> </ul>	Essential	Via application form and interview



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## **First Housing Aid & Support Services Privacy Notice**

In May 2018, the new general Data protection Regulation (GDPR) comes into effect, which gives you more rights around how your information is used. To make you feel confident about how we process your information, we've provided this Privacy Notice to make things clearer. See below for a summary of what it says.

### **How do we use your information?**

We use your information in ways you would expect:

- manage the recruitment process and assess your suitability for employment or engagement
- decide to whom to offer a job
- comply with statutory and/or regulatory requirements and obligations, e.g. checking your right to work in the UK
- comply with the duty to make reasonable adjustments for disabled job applicants and with other disability discrimination obligations
- ensure compliance with your statutory rights
- ensure effective HR, personnel management and business administration
- monitor equal opportunities
- enable us to establish, exercise or defend possible legal claims

Please note that we may process your personal information without your consent, in compliance with these rules, where this is required or permitted by law.

### **Who do we share your information with and where do we get information from?**

- information may be shared internally within the Company for the purposes of the recruitment exercise, including with members of the HR department, members of the recruitment team, managers in the

department which has the vacancy and IT staff if access to your personal information is necessary for the performance of their roles.

- external organisations for the purposes of conducting pre-employment reference and employment background checks
- Access NI, to obtain a criminal record check
- former employers, to obtain references
- professional advisors, such as lawyers

We may also need to share your personal information with a regulator or to otherwise comply with the law.

### **How do we protect your information?**

We have put in place measures to protect the security of your personal information. In addition, we limit access to your personal information to those employees, workers, agents, contractors and other third parties who have a business need to know in order to perform their job duties and responsibilities.

### **How can I find out more?**

Our full Privacy notice contains more detail about:

- How we use your information
- The reasons for using your information
- Our retention periods
- Your rights, including how to get a copy of your information, how you can have it corrected or erased, how you can object to our use; and
- How to contact the compliance manager

You'll find a full notice at [www.first-housing.com/recruitment](http://www.first-housing.com/recruitment), or you can call Karla, Personnel Manager at 07921056728; e-mail: [karlaokane@first-housing.com](mailto:karlaokane@first-housing.com)

### **Do I have to do anything?**

No, this is just information; you don't have to do anything