



Job Description

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.

Please download and save a separate copy before completing this

Post Details	
Job Title	Rent Officer (Temporary Accommodation)
Service	Place and Growth
Team	Rental Income Team
Location	Shute End office, Wokingham, and home working
Reports to	Income Manager
Worker Style	Community - Work is based in the community and at Council offices, with less frequent time at home
Responsible for	N/a
Grade	7
Contract Type	6 month secondment
Post number (if known)	712582

Main Accountabilities	
1.	1 Keep up to date with relevant and appropriate legislation, Council Policies and the use of any software systems employed to discharge this work 2 Assist in the maintenance of accurate collection records thus ensuring that all liabilities due to the Council are correctly billed and collected 3 Make decisions in respect of discounts and exemptions allowed in individual cases within the context of Tax & Rents legislation, Council Policies, and delegated authority 4 Ensure that all relevant bills, reminders, and other appropriate notices are correct and issued in accordance with the timescales set for the service 5 Make arrangements with taxpayers, rent payers, debtors, and their representatives in respect of outstanding tax liabilities 6 Deal with enquiries, both written and verbal, from debtors and those owing money to the Council and their representatives, including Members, in respect of tax liabilities 7 Represent the Council as a witness at hearings before Magistrates & County Court when taking formal recovery actions 8 Assist in the monitoring of delivery of the Service in accordance with set standards 9 Liaise as required with the ODPM, Inland Revenue, Benefits Agency, Employment Service, and other internal and external bodies in relation to the provision of the overall service In order to deliver services effectively, a degree of flexibility is needed, and the post-holder may be required to perform work not specifically referred to





	above. Such duties will, however, be appropriate to the competencies and grade of the post.
2.	High Support, High Challenge: To ensure that you bring forward your good ideas, to challenge areas where the Council can improve, and to contribute to the Council's ongoing success Values Profile: To follow the principles set out in the Employee Values Profile Health and Safety: Take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work; and co-operate with the Council to enable the Council to perform or comply with its duties under statutory health and safety provisions
3.	
4.	-

Person Specification	Essential	Desirable
Education/Qualifications	Y	CIH Level 4 in Housing
Experience	Y	Customer Service skills (for internal and external customers) Organised, self-motivated and analytical Effective written & verbal communications; numerate; interpersonal skills; computer literate Ability to work under pressure and use own initiative To be compassionate, empathetic, and understanding Ability to work as part of a team and demonstrate team building skills
Skills/Knowledge	Y	Previous experience of Rent accounting & collection Experience of using mainframe/Unix based and PC based IT applications (e.g., Word, Excel) Previous Customer Service experience

Purpose Details	
Service Purpose	To provide efficient, cost effective, quality focused and commercially driven support functions enabling effective service delivery to our residents and internal customers
Role Purpose	The maintenance of up to date and accurate records (including the granting of all relevant discounts, exemptions, etc.) in order to ensure that all tax, rent, and debtors liabilities are correctly billed and collected in accordance with challenging service performance targets.





Corporate Parenting	You will champion the principles of corporate parenting by embedding its ethos in all aspects of service delivery, ensuring decisions and actions consistently reflect the responsibility to act as a corporate parent to children in care and care leavers, and actively contribute to shaping and implementing the wider corporate parenting strategy.
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Supervision and Relationships	
Supervision Received	
Supervision Given	Reporting to Income Manager
Contacts	<Key internal/external stakeholders and purpose of contact>

Resources/Budget Management
<Brief details of resource or budget responsibilities, if applicable.>

Special Requirements
Ability to travel to a variety of locations in borough to complete home visits

Occupational Health Risk Assessment	Details
Skin/Respiratory Sensitisers	N
Working at Height	N
Exposure to Noise (>80-85dB)	N





Confined Spaces	N
Frequent Display Screen Equipment Use	Y
Driving for Work	Y
Hand Arm Vibration	N
Lone Working	Y
Healthcare/Social Contact with Patients	N
Blood Borne Viruses Exposure	N
Food Handling	N
Working with Animals	N
Specialised Medical Screening	N
Night Working	N
Safety Critical Work	N

Nature of the Role	Details
Healthcare or Hospital Work	N
Working with Children (under 18)	Y
Working with Elderly/Vulnerable Adults	Y
Work Environment Details	Community

Role Involvement	Details
Working with Children	Y
Working with Vulnerable Adults	Y
Both of the Above	Y
Providing Care/Supervision for Children	N
Providing Care/Supervision for Vulnerable Adults	N
Both of the Above	N
None of the Above	<Y/N>

Disclosure and Barring Service (DBS)	Details
DBS Requirement	Enhanced DBS





WOKINGHAM
BOROUGH COUNCIL

Eligibility Tool

Find out which DBS check is right for your employee - GOV.UK
([Find out which DBS check is right for your employee - GOV.UK](#))

Re-checks

<Details of required regular checks in line with regulations.>

Evaluation Declaration

Date of Evaluation:

26/08/2026

Evaluated by:

