



Role Profile

Accounts Housing Coordinator

Housing

Prevention & Communities

Role Profile: Accounts, Housing Coordinator	Role Profile Number: SBC_12653
Directorate: Housing	Reporting to: Accounts Housing Manager
Grade: CFL6	Date Prepared: 28 March 2026

Our values

Our Values shape how we work for the people of Swindon. They guide how we make decisions, how we deliver services and how we work with our communities and partners.

Our Values are:

We SEE – people, not problems – and stay curious to understand their story.

We HEAR – each other and the people we serve

We CARE – about our colleagues, our residents and our community

We ACT – with integrity, accountability and purpose

We LEARN – from data, feedback and experience so we keep improving

These five values describe the standards we hold ourselves to as a Council, and what residents and partners can expect from us.

The Swindon Commitment

The Swindon Commitment shows how we bring our Values to life every day, in every role, across all that we do. It turns our Values into practical promises between the Council, our colleagues and the people we serve so we can work together to deliver the best possible services and support.

Created with colleagues from across the organisation, the Swindon Commitment sets out a shared understanding of how we work, lead and behave. Rooted in our five core values, it reflects how we listen to, include and respond to residents, communities and each other



We See

people, not problems – and stay curious to understand their story.



We Hear

each other and the people we serve.



We Care

about our colleagues, residents and community.



We Act

with integrity, accountability and purpose.



We Learn

from data, feedback and experience to keep improving.

Purpose:

The Accounts Housing Coordinator will carry out creation and maintenance of financial, tenancy and leasehold data on the housing management system, such as amending tenancies, housing rent accounts, including the movement of monies between accounts and dealing with any enquiries relating to this work.

Helping to ensure data and payments on the housing management system is accurate, up to date and appropriately shared. Downloading data, including payments, from other systems, and quality checking prior to loading onto the housing management system. Quality checking information from officers and managers for amendments to tenancies and financial transactions ensuring correct processes and procedures are followed. The role will also include the management of council garages including any site management needs, income collection and administration.

The successful candidate will demonstrate technical expertise in housing management, and the ability to manage complex operational activities. The role also requires effective stakeholder engagement, robust risk management, and a commitment to continuous improvement to safeguard residents, colleagues, and the wider community.

Key responsibilities and accountabilities:

- Lead responsibility for updating the housing management system in respect of rent, leasehold and garage accounts to include element changes, tenant charges, refunds, universal credit and other rents maintenance functions as required.
- Advise and support other housing departments with creating and maintaining tenancies on the housing management system.
- Moving money between sub accounts and reviewing former tenant credits on the housing management system.
- Checking suspense account for payments that need allocating to the rent accounts.
- Write off of low level arrears on former tenant accounts.
- Issue rent information cards for new tenancies.
- Implement and monitor salary and payroll deductions for SBC employees and subsequent payment onto rent accounts.
- Responsible for the administration of direct debits throughout the year, excluding the annual review of direct debits at Year End.
- Arrange journal entries from rent accounts to Council Tax accounts as required.
- Review requests for the creation of new property records and re-let of tenancies prior to inputting on the housing management system.

- Respond to requests from the Council's Legal Department in relation to rent account balances for 'Right to Buy' completions.

- Be responsible for the completion of tenancy amendments ensuring all processes and procedures have been followed and the data is correct. Liaise with colleagues at all levels including Senior Officers to ensure information is accurate.
- Correct and oversee other service area requests for system amendments liaising with tenants and other departments as required with regards to tenancy and financial details.
- Highlight system or procedural issues and bring them to the attention of the IT team and Senior Officers.
- Assist with testing of changes to the current or future housing management system.
- Assist in the year-end processes ensuring all accounts are updated accordingly.
- Work with internal and external quality checking such as audit.
- Calculating the correct balances for rent refunds and then removing credits from accounts once authorised.
- Undertake other duties within the scope of the grade of the post.
- Review accounts in accordance with policies, procedures and practices. Provide feedback to officers and managers, including appropriate action and recommendations.
- Input into developing business processes as required.
- Liaise and advise Housing staff on all matters relating to Housing Management System Support Officer functions.
- Fully utilise IT packages, tools and functions available, including those in development, to enable you perform your role better.
- Assist in housing management function by highlighting any issues found during processing of data on the housing management system including rent accounts and tenancy amendments.
- Use your knowledge and skills to assist in the identification of tenancy and benefit fraud and report accordingly.
- Assist with internal enquiries relating to the housing management system and liaise with external agencies where required to ensure data is accurate and up to date.
- Ensure services are delivered in line with corporate priorities, statutory requirements, and health and safety legislation.
- Respond to service requests, complaints, and enquiries from residents, elected members, and other stakeholders.
- Attend meetings with tenants, leaseholders, community groups, and Councillors to provide operational updates and resolve issues.
- Support the development of digital systems and data reporting tools to improve operational insight and decision-making.

- Promote a data and customer insight driven culture by utilising data and feedback to inform decision-making within processes and service delivery.

Supplementary Accountabilities:

- Represent the service in meetings with Councillors, residents, and external bodies, providing professional advice and updates on operational matters.
- Promote and embed equality, diversity, and inclusion in all areas of work.
- Participate in continuous professional development and ensure training needs are met.
- Respond to priority service requests and emergencies, including working unsociable hours when required.
- Collaborate with internal teams and external stakeholders to ensure clear communication of expectations, health and safety requirements, and operational priorities.
- Take part in community development events and act as ambassador for housing, promoting engagement and supporting customers who will benefit most.
- Carry out any other duties appropriate to the post as necessary or as requested.

Professional behaviours:

Everyone in Housing is responsible for •

Safeguarding adults and children.

- Reporting damp and mould.
- Keeping resident records up to date and accurate.
- Promoting engagement opportunities and giving opportunities to be heard to underrepresented voices.
- Treating tenants and their homes with respect.
- Maintaining levels of professional conduct and practice.
- Data protection and governance.

Decision making:

- Prioritise and escalate decisions where there is a risk to life, serious injury, environmental harm, or breach of statutory duty, ensuring urgent intervention and mitigation.
- Support decision-making on service improvements, innovation trials, and transformation initiatives, ensuring alignment with strategic goals and customer expectations.

Creativity and innovation:

- Drive service improvement by identifying operational trends and recommending changes to practices, standards, or policies.
- Promote innovative use of methods, and digital tools to modernise service delivery and improve efficiency.

• Support the implementation of technical solutions that enhance compliance, asset performance, and customer outcomes. • Contribute to strategic development initiatives, ensuring innovations align with organisational.	
Job Scope:	
Number and types of jobs managed:	None
Budget Holder:	No
Budget Value:	N/A
Asset Responsibility:	N/A

PERSON SPECIFICATION

Qualifications	Essential or desirable
• Chartered Institute of Housing level 3 or above (or equivalent experience).	D
• Educated to GCSE Level A–C or equivalent.	D
Knowledge and experience:	
• Knowledge of housing systems, rents, service charges, former tenants arrears, recharges, debt checks and debt write offs.	E
• Appreciation and understanding of Housing legislation including the the Social Housing Regulation Act and the consumer standars.	D
• Experience of leading staff in a multi-functional operational environment.	D
• Experience in stakeholder engagement, conflict resolution, and customer service.	D
Aptitudes, Skills and Competencies:	
• Excellent communication skills	E

Special Conditions of Recruitment:	

Other Key Features of the role:

It should be noted that the duties and tasks associated with this post may change from time to time without altering their general character or the level of responsibility entailed. The above duties and activities associated with this job are neither exclusive nor exhaustive and the job holder may be called upon to carry out other such appropriate duties as may be required within the grading level of the job.