

Job Description

Income & Lettings Manager

RESPONSIBLE TO: Head of Customer Experience

RESPONSIBLE FOR: 11 staff

JOB PURPOSE: To improve the customer experience and maximise business performance surrounding the allocations and rental income collection, and implement a segmented digitally led approach.

‘WHAT’ you’ll do!

- Delivery of the income targets, and support the customer transition to Universal Credit
- Manage the income function, implementing a predictive approach to Universal Credit and tailored responses by customer segment
- Streamline and automate the allocation process to appeal to a wider range of customers in line with the customer strategy
- Provide greater insight and reporting with one overall view of the customer
- Cross train the team to create a more proactive approach to peaks in demand
- Manage external relationships with Cheshire East Council and other partners such as DWP

‘HOW’ – you’ll do it!

- Transparent with everyone, always being open, honest and clear, with ourselves and others ensuring feedback is given in a timely fashion and we commute effectively across the Trust.
- Restless in your approach to finding better ways we’re better tomorrow by challenging what we are doing today. Always looking at best practice to ensure we are forward thinking and innovative
- Upfront and honest. We are bold, confident and direct. We say it as it is. However, we will not be shouty or rude but constructive and clear with people, so they know WHAT we expect from them and HOW they deliver it.
- Skilled - We invest in our people and attract talent so the Trust thrives. We invest in staff to deliver our high performing culture
- Together – championing a “one team” ethos. We support and talk to each other across teams to help improve lives. We work on delivering more through project teams – rather than the functional/hierarchical teams

No job description can cover every task which may arise within the post. The post holder will be expected to carry out other duties from time to time which are broadly consistent with those in this document

Person Specification

	ASSESSMENT	
Behaviour – HOW		
Transparent with your teams and peers	E	
Restless in your approach to finding better ways	E	
Upfront and honest	E	
Skilled - continually improving	E	
Together – championing a “one team” ethos	E	
Qualifications		
Degree level qualification.	D	I/C
Professional or management qualification.	D	I/C
Skills/Abilities/Competence WHAT		
Building capability and capacity in a changing environment	E	
Guiding strategic action through others to deliver results	E	
Strong and decisive leadership that is resilient, confident and resourceful	E	
Problem solving & making sound decisions whilst using good judgment	E	
Having COURAGE to use (good) judgement, take calculated risks, stand up for what you believe is right and do the right thing by the business.	E	
Managing a range of diverse Customer facing services	E	I/A
Engagement: a knack for using emotion and logic to communicate a persuasive vision and connect with people	E	
Effective budget Management	E	I
Effectively managing Customer expectations	E	I/A
Stakeholder Management	E	I/A
Health & Safety awareness	D	I/A
Insightful, spotting connections between the people and ideas to create a vision wider than area of responsibility.	E	I

METHOD OF ASSESSMENT

- A** **Application form**
- I** **Interview**
- S** **Skills Test**
- C** **Production of Certificates**