

Job Description

Income Team Leader

RESPONSIBLE TO: Housing Manager

DIRECTLY RESPONSIBLE FOR: x5 Income Officers, x1 Former Tenant Debt Officer, x1 Rent Accounting Officer, x1 Fixed Term Tenancy Sustainment (Income) Assistant

JOB PURPOSE:

To support the Housing Manager in developing and monitoring the Income team's performance, specifically; the efficient and timely recovery of rent, service charge and other charges, achieving high levels of customer satisfaction and making effective interventions to recover arrears, sustain tenancies and thereby reduce tenancy failure.

'WHAT' – you do!

- You will be expected to manage a small caseload as well as supervise a team to deliver operational requirements.
- Proactively plan, direct and monitor team resources and activities; taking into account current demands and planned activities to ensure the team's success in delivering against agreed targets and performance indicators. Including organising training for members of the team.
- Ensuring the effective management of the income recovery process, and the full range of income recovery tasks.
- Income recovery tasks may include e.g. preparing documents relating to legal proceedings, providing representation in the County Court for the recovery of arrears, presenting evidence which has a direct bearing on the outcome of Court Orders granted by the District Judge, negotiating with and challenging Tenant representation at Court based on case evidence, attending evictions where required.
- Support the Housing Manager in delivering a culture of continuous improvement by promoting and encouraging training and development of colleagues under your line management.
- To support and supervise staff within the team including responsibility for performance. Including carrying out audits within the team to ensure compliance with policy and procedure.
- Effectively engage with customers, taking ownership of challenging situations and assist with the investigation and resolution of customer complaints.
- Actively contribute to regular reviews of the Income service, ensuring feedback from internal and external stakeholders, to continually improve service provision.
- Support the team with daily activities; taking ownership of difficult/complex queries to ensure effective resolution, encouraging a solution orientated response, whilst delivering an excellent level of customer service in line with agreed policies and procedures to ensure positive performance in income collection.
- Monitor and track trends in payments, identify threats to income and support the Housing Manager in developing plans to mitigate rent loss.



- To ensure that links are made and maintained with all relevant bodies to ensure that a partnership approach is adopted to these issues where ever possible.
- Continue to develop strong and effective working relationships with other teams at the Trust and external partners to ensure customers receive an outstanding service.

‘HOW’ – you do it!

We deliver the above by displaying the following example behaviours:

- 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.
- Upright 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

	ESSENTIAL/DESIRABLE	ASSESSMENT
Behaviour		
Transparent with your teams and peers	E	I/A
Restless in your approach to finding better ways	E	I/A
Upright and honest	E	I/A
Skilled - continually improving	E	I/A
Together – championing a “one team” ethos	E	I/A
Transparent with your teams and peers	E	I/A
Experience		
Substantial experience of working in a housing or income management role	E	I/A
Experience of partnership working with statutory and support agencies	E	I/A
Experience of working with targets and KPI’s	E	I/A
Experience of managing customer complaints and challenge	E	I/A
Experience of managing a team or group of people	D	I/A
Experience of working with service users to shape future service delivery	D	I/A
Managing and implementing action plans or similar	D	I/A
Implementing and managing customer focused services	D	I/A
Skills/Abilities		
Planning and organising skills	E	I/A



IT skills and database management	E	I/A
Interpersonal skills	E	I
Change Management	E	I/A
Conflict Management	E	I/A
Leadership skills	E	I/A/S
Analysing information and producing reports	E	I/A/S
Numerate	E	I/A/S
Effective verbal and written communication skills with confidence to represent at Court and evictions	E	I/A
Good understanding of domestic budgeting, debt management, welfare reform and benefit regulations	E	I/A
Team Player	E	I/A
Problem solving	E	I/A
Full driving license and own vehicle	E	I/A
Personal Attributes		
Flexible approach to working hours	E	I
Confident	E	I
Assertive	E	I
Work under pressure	E	I
Motivated and driven	E	I

Method of Assessment

A – Application Form

I – Interview

S – Skills Test

C – Production of Certificates

