

## Job Description

<b>JOB TITLE:</b>	<b>Income Team Manager</b>
<b>GRADE:</b>	<b>Grade L</b>
<b>POST NUMBER:</b>	<b>Q040700134</b>
<b>DIRECTORATE:</b>	<b>Housing &amp; Regeneration</b>
<b>SERVICE:</b>	<b>Income Team</b>
<b>RESPONSIBLE TO :</b>	<b>Head of Neighbourhoods &amp; Rents</b>
<b>RESPONSIBLE FOR:</b>	5 x direct reports: Income Recovery Team Leader x3 Income Support Officer Business Analyst
	<p><b>This post requires a DBS check</b></p> <ul style="list-style-type: none"> <li>• <b>Basic check</b></li> </ul>
<b>JOB SUMMARY:</b>	<p>To be an innovative role model leader with the strategic responsibility for the delivery of a comprehensive and responsive Income Service, by effectively managing staff, systems, processes to maximise the revenue and income the received from all areas of income by delivering an innovative, efficient, high-quality service, and ensuring accelerated and sustained improvements against targets are achieved.</p> <p>To embed throughout the service Financial Inclusion and Tenancy Support; lead on measures required to mitigate the impact of Universal Credit and Welfare Reform by working closely with LBTH council departments, the Neighbourhoods and Finance Teams; Statutory Agencies and Voluntary Organisations to collect income due whilst supporting and sustaining tenancies.</p> <p>Responsible for the development of policy and strategy on all matters relating to income collection and enforcement through delivery of that addresses the increasing challenges of external financial factors, statutory and policy challenges that impacts the collection of income.</p>
<b>ROLE REQUIREMENTS:</b>	
1.	Overall responsibility to lead and manage the delivery of all income collection process, policies and procedure that fall within the remit of the teams' responsibilities for current and former tenants. Ensure effective monitoring the 'Arrears Escalation

	Policies' systems are in place to maximise collection and monitor KPI's and performance framework effectively.
2.	To be responsible for the prevention of debt through overseeing active support for referrals and advice, ensuring that the team takes early intervention to stop arrears accruing.
3.	Ensure the team adopts and delivers a robust and broad approach to their role, working collaboratively with others (teams, partners, agencies and stakeholders) to ensure consistent and responsive 'customer service approach' for residents.
4.	Devise and oversee a range of Client SLA's for Cashiers, Legal Services and third-party agencies like Medina Credit ensuring service and financial targets are being met by undertaking periodic partner and performance meetings.
5.	Ensure complaints, Councillor MP and MEP enquiries and requests for information are dealt with effectively within set timescales, data protection and resolved at the earliest point of contact.
6.	To develop a strategic approach to pro-actively engage residents affected, and identified as high risk, as a result of Welfare Reform policy changes.
7.	To maximise customer satisfaction in the delivery of an excellent resident service and develop the service through customer feedback and complaints, and recommendations to the Head of Neighbourhoods & Rents, based on customer insight and data, to improve performance.
8.	Oversee and minimise former tenant debt through preventative and proactive actions set out in the escalation policies and procedures are undertaken timely and in line with LBTH expectations.
9.	Interpret the effects of new legislation to develop and make recommendations for change.
10.	To deputise for the Head of Neighbourhoods and Rents as required.
<b>CORPORATE RESPONSIBILITIES</b>	
11.	The Council is committed to meeting professionalisation requirements within housing services. The postholder is required to comply with and engage in the Council's Housing Competence and Conduct Framework and Housing Learning and Development Policy, including undertaking and completing relevant training and development activities as required.

12.	<p>Adherence to the council's commitment to the health, safety and welfare at work policy</p> <p>Health and safety responsibilities include:</p> <ul style="list-style-type: none"> <li>• being familiar with health and safety policies and procedures</li> <li>• setting a positive example</li> <li>• communicate health and safety policies and procedures to staff</li> <li>• carry out, review and share risk assessments</li> <li>• consider work-related violence, abusive or threatening behaviour in the planning and development of safe working systems and procedures</li> <li>• ensure adequate first aid provision</li> <li>• holding staff accountable</li> <li>• ensuring staff receive adequate information, instruction, training and supervision</li> <li>• cooperate with trade union/safety representatives and attend relevant meetings</li> <li>• ensure work-related accidents/incidents are reported and investigated in line with procedures.</li> </ul>
<b>PEOPLE</b>	
13.	To ensure that staff are trained and briefed regularly in all aspects of arrears management, including awareness of welfare reform, legal protocol activity, arrears management best practice, external and organisational changes.
14.	Provide motivated leadership and support to managers and the wider team, ensuring clarity of direction, effective communication. Proactively manage staff performance in accordance with HR policies and procedures including development of personal potential and appraisals and training plans.
15.	Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups.
16.	Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff.
17.	Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented.
<b>FINANCE</b>	

18.	Develop and manage allocated budgets in line with standing orders and financial reporting processes. Exercise effective management of financial resource to ensure activities are taken in line with financial regulations & corporate standards ensuring value for money against best practice and external benchmarks are achieved
19.	Work collaboratively to manage year end processes to ensure that rent review notices are issued within the correct time scales.
<b>SERVICE</b>	
20.	Build appropriate relationships with key internal and external partners and represent LBTH at the various liaison meetings forums and working groups.
21.	Support organisational change and learning, following and implementing appropriate systems of self-development, communication and engagement, quality measures, monitoring and review in delivering the functions of the role.
22.	Actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach.
23.	Ensure all rents strategies, policies, procedures and computer systems comply with legislative requirements and Financial Regulations.
<b>PERFORMANCE</b>	
24.	Be accountable for ensuring that the service meets annual performance targets set by the Council and produce reports for performance management, ensuring they meet the requirements of the Customer Standards. Analyse for trends, continuous improvement and corrective action.
25.	Attend all required management forums undertaking reporting of KPI and targets; and presenting when required performance and local and national benchmarking data.
26.	To benchmark performance and service with other comparative providers using information gathered to shape the service and deliver top quartile performance and identify areas for service improvement.

#### **OTHER CONDITIONS:**

To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council's 'My Annual Review' scheme.

To engage and develop all staff in the team to ensure they have clear personal development plans.

Ensure that all duties and responsibilities are discharged in accordance with the council's policies and procedures, Code of Conduct and relevant regulations and legislation.

To comply with the council's equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area.

To undertake additional duties that may arise from time to time commensurate with the grade of the post.

### Person Specification

Person Specification for the Post of		Essential (E) or Desirable (D) (if applicable)	Method of Assessment A= Application Form T= Test I= Interview
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Strong professional knowledge in housing/income management</li> </ul>	E	A/T/I
	<ul style="list-style-type: none"> <li>• Leadership capability at a senior operational/strategic level</li> </ul>	E	A/T/I
	<ul style="list-style-type: none"> <li>• Plays a pivotal role in setting ambitious SMART objectives for teams, while challenging projects, milestones, and outcomes to ensure key drivers, issues, and opportunities are addressed, services achieve excellence, costs are controlled, and risks are effectively mitigated.</li> </ul>	E	A/T/I
	<ul style="list-style-type: none"> <li>• Substantial experience of managing a rental income</li> </ul>	E	A/I

	<p>collection service within the public housing sector.</p> <ul style="list-style-type: none"> <li>• Significant experience of managing and directing complex arrears recovery casework requiring attention to detail and high levels of accuracy.</li> <li>• Experienced in workforce management within a customer facing environment.</li> <li>• Experience of reviewing policies and procedures to ensure they are effective and revising them where necessary to improve the service delivery.</li> <li>• Experienced communicator with great listening skills who can persuade and influence others and negotiate well.</li> <li>• A track record of improving services; able to implement service change and restructures.</li> </ul>	<p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p>	<p>A/T/I</p> <p>A/T/I</p> <p>A/T/I</p> <p>A/T/I</p> <p>A/I</p>
<b>Qualifications &amp; Experience</b>	<ul style="list-style-type: none"> <li>• In line with housing professionalisation standards, the post holder is required to hold a recognised Level 4 housing management qualification (e.g. CIH Level 4) or equivalent or demonstrate relevant experience and commit to undertake and successfully achieve this qualification within the timescales set out in the Competence and Conduct Standard.</li> </ul>	<p>E</p>	<p>A/Certificates</p>

<p><b>Essential Criteria</b></p>	<ul style="list-style-type: none"> <li>• Excellent written and verbal communication skills for effective correspondence writing, statistical reporting and listening to and negotiating with others.</li>   <li>• Ability to drive and improve customer satisfaction and successful outcomes.</li>   <li>• Be performance driven having the ability to motivate, coach and develop staff to their full potential.</li>   <li>• Able to produce bespoke reports and briefings for various audiences including senior management and other council departments.</li>   <li>• Strong planning and organisational skills with the ability to meet deadlines; able to work under pressure to meet all deadlines and performance indicators set for the service.</li>   <li>• Ability to build and maintain strong working relations with internal and external partners, agencies and stakeholders</li>   <li>• The ability to work in a challenging environment; able to deal with competing and prioritise and own work as well as the work of others.</li>   <li>• Effective liaison and relationships</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>A/T/I</p> <p>A/T/I</p> <p>A/T/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/T/I</p> <p>A/T/I</p>
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	<p>management with internal and external partners, peer organisations and stakeholders.</p> <ul style="list-style-type: none"> <li>• Ability to work with the wider Neighbourhoods Team; plan, set and report progress on team targets and objectives.</li> <li>• Clear understanding of budget management and sound commercial awareness and budgetary control.</li> <li>• Self-motivated with high levels of creativity and the ability to take ownership of self-development and learning</li> </ul>	E	A/T/I
		E	A/T/I
		E	A/T/I
<b>Living the TOWER Values sets out the essential behaviours required of all staff.</b>	Champions excellent customer service to staff, seeking to ensure a range of diverse needs are met and services are designed meet the customers' needs.	<b>They are aligned to the organisation's five TOWER Values</b>	
We work <b>TOGETHER</b> across boundaries and with partners to achieve the best outcomes for Tower Hamlets	Leading a one team culture, encouraging and supporting staff to deliver to cross-organisational objectives. Building alliances with stakeholders to deliver excellence.		
We are <b>OPEN</b> and transparent	Champions learning and continuous service improvement, keeping abreast of environmental changes, which support the setting of the strategic direction of the team. Has overview of talent within their area and seeks to nurture and develop capability and capacity as a whole function.		

<p>We are <b>WILLING</b> to challenge, innovate and be accountable</p>	<p>Willingness to adapt to new processes, systems, tasks priorities or varying working conditions.</p>		
<p>We empower each other to be <b>EXCELLENT</b> and go the extra mile</p>	<p>Ability to seek learning opportunities and apply lessons learned to improve performance and service delivery.</p>		
<p>We <b>RESPECT</b> all communities; they are the heart of everything we do</p>	<p>Demonstrates respect when working in diverse communities and in challenging or sensitive situations.</p>		
<p><b>Additional Requirements</b></p>	<p>To meet exceptional business needs a willingness to work outside of contractual hours in the evenings and weekends with notice, unless there is good reason where this is not possible.</p> <p>To comply with the requirement to carry out a DBS check on this role.</p>	<p><b><u>E</u></b></p>	<p><b><u>Satisfactory clearance</u></b></p>