

Job Description

JOB TITLE:	Income Recovery Team Leader
GRADE:	J
POST NUMBER:	Q040700167
DIRECTORATE:	Hosing and Regeneration
SERVICE:	Income- Neighbourhoods
RESPONSIBLE TO :	Income Team Manager
RESPONSIBLE FOR:	Up to 7 direct reports
	This post requires a DBS check • Basic check
JOB SUMMARY:	Lead and role model the delivery of a responsive income collection and arrears recovery service, driving a culture of high performance, accountability, continuous improvement and personal responsibility. Lead, guide and support high performing teams whilst being a creative, innovative and influential relationship manager to ensure a comprehensive provision of financial inclusion and tenancy support is delivered to LBTH residents to sustain their tenancy and those impacted by welfare reform. Contribute to the strategic direction of the Income Service, working collaboratively with Team Leaders across the service and wider council services to ensure a consistent, high-quality approach to income collection and tenancy support across the organisation. Take responsibility for a portfolio of income recovery issues, coordinating activity and ensuring a consistent approach across the council.
ROLE REQUIREMENTS:	
1.	Supervising a team of up to 7 achieving a high-quality income management service; empower team members to manage their own workload; including prioritising cases, and flexibility to

	negotiate reasonable payment plans to clear rent arrears or other debts.
2.	Provide motivational leadership and support to the team ensuring clarity of direction, effective communication and development of Personal potential including appraisals and training plans.
3.	Using LBTH designated Arrears Escalation Policies and the Team Plan to ensure that performance and collection targets are achieved by prevention methods and recovery activity.
4.	Maximise rental income and minimise arrears by creating a framework of tenancy support and sustainment within the wider neighbourhood structure
5.	To work closely with the Income Team Manager to ensure consistent delivery complex casework and making timely decisions to proceed with enforcement action for current and former arrears
6.	As and when directed lead on prepare and present reports on arrears casework; performance and associated matters for the Income Team Manager; Head of Neighbourhoods or required forum/s.
7.	Recruit, manage and develop staff; monitor performance and ensure team objectives are achieved and delivered to a high standard through 'One to Ones', team meetings and appraisals.
8.	Deal promptly and effectively with Stage 1 complaints, Members enquiries, FOI and SAR requests; and Ombudsman enquiries within set timescales. Ensure learning is used to improve the service.
9.	To be responsible for detailed reports (H96) on proposed evictions, seeking appropriate approvals from the Income Team Manager to progress action following rigorous scrutiny on casework.
CORPORATE RESPONSIBILITIES	
10.	Actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach.

11.	Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups.
12.	Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff.
13.	Adherence to the council's commitment to the health, safety and welfare at work policy.
14.	Carry out other reasonable ad hoc duties to support the Directorate which are commensurate with the expectation of the post as directed by the line manager or the Head of Service
PEOPLE	
15.	To work in close conjunction with the Neighbourhood Teams and other sections to manage Unauthorised Occupants and take proactive action on collecting charges.
16.	Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented.
17.	Utilise staff 'One to Ones' and Appraisals to identify opportunities for service improvement
18.	Lead regular liaison meetings with the Legal Services monitor and review casework to ensure action is taken in line with the Service Level Agreement
19.	To ensure effective relationships exist with partner agencies like DWP, CAB, Account 3, Benefits, Neighbourhoods, Rent Accounting and other LBTH teams and council services. Attendance of periodic forums will be required.
SERVICE	
20.	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.
21.	In conjunction with the Income Team Manager and Head of Neighbourhoods interpret the effects of any changes to legislation and best practice and make recommendations to assist with the on-going development of the service.
PERFORMANCE	
22.	To manage and co-ordinate the activities of the Income Team efficiently and effectively, ensuring that all arrears' functions are carried out promptly and accurately, in accordance with LBTH Income Escalation Policies and Procedures.

23.	Improve rent collection year on year putting plans in place to mitigate risks posed by welfare benefit changes and regularly reviewing them
24.	Develop and achieve organisational targets and team plans with a focus on continuous improvement and value for money, ensuring a performance culture is developed and sustained within the team
25.	Assist with setting and monitor key performance indicators and ensure the right measures are set for the areas of responsibility and targets are met; investigating any drops in performance and putting steps in place to improve and exceed expectations as set out in the Arrears Escalation Policies and associated operational framework for the income service.
26.	To lead and carry out regular sample audits/reality checks ensuring compliance and timely action is taken in line policy procedure and practice. Support and respond to LBTH internal audit requirements, including provision of data and associated information when requested.

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	Method of Assessment
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		Desirable (D) (if applicable)	A= Application Form T= Test I= Interview
Knowledge	Knowledge of relevant legislation relating to recovering arrears for current tenants /licensees arrears and former debt. - Up to date knowledge of local and national policy relating to The Welfare Reform Act. - Housing Law including court processes and routes to collect current and former debt. - An in-depth understanding of Tenancy Management and its impact on rent recovery and arrears control. - Rent account management – including performance measures and case management	E E E E E	A/T/I A/T/I A/T/I A/T/I A/T/I
Qualifications & Experience	Full understanding of income and arrears collection processes - Experience of successfully managing an income collection service in the social housing sector - A clear understanding of rent regulation for social landlords Education - A good standard of education, at least 5 GCSE's (grade A – C).	E E E E	

	Degree or Certificate in management /equivalent experience	D	
Living the TOWER Values sets out the essential behaviours required of all staff.	Champions excellent customer service to staff, seeking to ensure a range of diverse needs are met, and services are designed meet the customers' needs.		
We work TOGETHER 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 OPEN 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		
We are WILLING to challenge, innovate and be accountable	Willingness to adapt to new processes, systems, tasks priorities or varying working conditions.		
We empower each other to be EXCELLENT and go the extra mile	Ability to seek learning opportunities and apply lessons learned to improve performance and service delivery.		
We RESPECT all communities; they are the heart of everything we do	Demonstrates respect when working in diverse communities and in challenging or sensitive situations.		
Additional Requirements	(Examples provided below) 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. To comply with the requirement to carry out a DBS check on this role. <i>(Must be included if post subject to DBS check)</i> To comply with the requirements relating to political restrictions for this role. <i>(Must be included if post designated 'politically restricted')</i>		
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Health and Safety responsibilities for: Managers and Supervisors Job Descriptions

Health and safety responsibilities include:

- being familiar with health and safety policies and procedures
- setting a positive example
- communicate health and safety policies and procedures to staff
- carry out, review and share risk assessments
- consider work-related violence, abusive or threatening behaviour in the planning and development of safe working systems and procedures
- ensure adequate first aid provision
- holding staff accountable
- ensuring staff receive adequate information, instruction, training and supervision

Appendix 3: Health and Safety responsibilities for: Managers and Supervisors Job Descriptions (cont)

- cooperate with trade union/safety representatives and attend relevant meetings
- ensure work-related accidents/incidents are reported and investigated in line with procedures.

Appendix 3: Health and Safety responsibilities for: Staff Job Descriptions

Health and safety responsibilities include:

- always ensuring that duties and responsibilities are carried out in accordance with the Council's Policies and Procedures including Financial Regulations, Standing Orders, Workforce & Organisational Policies and Procedures, the Council's Health & Safety Policy.