



Job Description

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.

Post Details	
Job Title	Service Manager - Housing and Income Collection
Job Reference	712781
Service	Place & Growth
Team	Housing Operations
Location	Shute End
Reports to	Interim Head of Regulation and Improvement
Responsible for	Strategic and operational management of housing management (including tenancy management, neighbourhood management, tenancy support, supported housing management), as well as support services for all housing functions.
Grade	G11
Contract Type	Permanent
Hours	Full Time

Main Accountabilities	
1.	Ensure that all aspects of council housing are successfully delivering their intended outcomes through effective analysis, planning, implementation, and sustainability. Developing the strategy, determining the outcomes, setting KPIs, strategic project planning and implementation.
2.	Work collaboratively with the Interim Head of Regulation and Improvement to set the strategic direction for Housing Management, take responsibility for service governance, and ensure that there is a high level of visibility of progress and issues that require resolution.
3.	Support direct line reports to provide a professional housing and neighbourhood management service across all Housing teams.
4.	Engage and work closely with colleagues and partners across the Council and externally for the benefit of housing services and the Council's wider objectives.
5.	Provide direction and leadership to the housing management, housing support, and income collection teams, ensuring the delivery of high-performing, customer-focused services that are compliant with all relevant regulatory and legislative requirements.
6.	Develop and monitor change management principles and techniques across services managed.





7.	To provide support services to other housing teams including (but not exclusively) call answering, administrative support, right to buy processing, waiting list administration and similar support as agreed between the teams.
8.	Line management and coaching of team managers and officers to ensure that the service area objectives are delivered on time and on budget in line with the responsibilities of the Council.
9.	Analyse and provide commentary on KPIs, service development programmes and other service monitoring information to the Interim Head of Regulation and Improvement for onward briefing to Corporate Leadership Team (CLT) and Councillors and tenant boards (Tenant Lead Improvement Panel), and other bodies as required.
10.	Lead on the performance and financial management of services managed, including income and expenditure forecasting working with finance colleagues.
11.	To work effectively with the Housing Needs and Options team to support and co-ordinate actions to successfully tackle anti-social behaviour. Work collaboratively to ensure effective management, control, and prevention activity across tenures.
12.	Ensure that strategic risks, issues, and dependencies that may adversely affect the delivery of the Housing Improvement Programme or threaten delivery of good outcomes are managed and tracked.
13.	To minimise rent and void loss and maximise the use of council housing supply.
14.	To reflect and learn from experience taking a proactive approach to personal development and learning about change management, modelling the Council's values and behaviours to others.
15.	To lead on the recruitment, development, behaviours and performance of the people and teams managed, embedding and driving a culture of continuous improvement, innovation, sector leading performance and customer focused services.
16.	Lead in the establishment of accessible systems and processes that enable residents to be involved in decisions about service delivery, their neighbourhood and places they live which recognise changing lifestyles.
17.	Work closely with colleagues to develop and implement new policies and procedures as necessary. Work with the IT and other colleagues to develop workflows and digital services to reflect new policies and processes.
18.	Assist with the delivery of all customer insight projects, ensuring the results can be used to deliver real outcomes for residents and tenants.
19.	Ensure adherence to all council policies, procedures, and protocols relating to current tenant arrears, former tenant arrears, garage rents, and court pre-action requirements. Lead monthly quality assurance and compliance audits of rent accounts to confirm that officers are applying correct procedures and making appropriate decisions. Monitor the timeliness and effectiveness of interventions to prevent arrears accumulation, support tenancy sustainment, and maximise income collection.
20.	Provide leadership, direction, and expert guidance to team members on all matters relating to current tenant arrears, former tenant arrears, garage rent accounts, and the wider housing income collection function. Work collaboratively with internal teams to deliver an integrated approach to financial, social, and digital inclusion—setting performance targets for Tenancy Sustainment Officers, including income maximisation through welfare benefit take-up.
21.	Authorise court applications for possession proceedings and make recommendations for bailiff warrant applications where appropriate. Represent the Council at County Court hearings and attend internal and external panels and forums, including the Complex Needs Housing Panel and meetings with agencies such as the Department for Work and Pensions, to support tenancy sustainment strategies.





22.	Engage directly with residents at the pre-eviction stage, including leading tenancy reviews where legal notices have been served under the terms of introductory tenancies. Where appropriate, conduct home visits. Lead on all aspects of income collection and tenancy sustainment for council-owned housing companies where the Council acts as managing agent.
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Person Specification	Essential	Desirable
Education/Qualifications	CIH Level 4 or above	Educated to Degree Level CIH Level 5 or equivalent professional qualification in housing or public sector leadership. Evidence of ongoing professional development and engagement with sector-led learning
Experience	Experience of working at senior management level within the housing sector Substantial experience of delivering housing management services Experience of working with excellent safeguarding practices Experience of delivering improvements which result in efficiencies, enhance the customer experience, and improve internal processes	Experience delivering services in a mixed-tenure setting including leasehold, temporary accommodation, and supported housing Experience delivering services in a mixed-tenure setting including leasehold, temporary accommodation, and supported housing Formal safeguarding training (e.g. Level 3 or 4) and experience of leading complex safeguarding or multi-agency cases Experience of using service design methodologies or digital transformation projects to improve service outcomes
Skills/Knowledge	Ability to work collaboratively and build lasting partnerships with external bodies, colleagues, residents and councillors Ability to lead and motivate an effective team, putting residents at the heart of everything they do in a fast-paced, high-performing service Excellent time management and organisational skills Ability to adapt and transform services as necessary, including operating models, use of technology, and communication channels Knowledge of best practice in housing management Knowledge of the current national and regional policies and initiatives affecting work with council tenants, leaseholders, and residents in temporary or supported accommodation	Experience of co-production or resident-led service design, with the ability to influence strategic partnerships Experience of managing dispersed or hybrid teams and fostering high levels of staff engagement Experience of managing competing priorities across multiple projects or service areas, including board-level reporting Experience implementing housing management systems or CRM platforms Familiarity with the Housing Ombudsman Code of Practice, Regulator of Social Housing standards, and sector guidance on tenant engagement Awareness of future housing policy trends (e.g. Social Housing Regulation Act) and involvement in consultation or policy response
Behaviours/Attributes	An assured and highly skilled communicator who is able to inspire the confidence of senior management, council members, residents and staff	Experience presenting at public forums, board meetings, or scrutiny panels, with confidence in handling complex or sensitive communications





Purpose Details	
Service Purpose	To support the Council's strategic and operational objectives in relation to the delivery of services to residents in council housing.
Role Purpose	<p>Responsible for the leadership, direction, and performance of Housing Management service to residents living in council housing or homes provided by council-owned companies, for people in all tenures, and support to the wider housing service in the council. Ensure the delivery of a high performing, accessible, and value for money service.</p> <p>Lead on strategic planning and operational performance ensuring full engagement with residents with a focus on frontline service delivery. To ensure the Council's customer care and partnership policies underpin all aspects of service delivery to achieve better outcomes.</p> <p>To oversee the development and continuous improvement of frontline housing management, and to provide support to related housing services in the Council.</p> <p>To lead on the relationship and engagement with those living in our homes and communities. This post will hold budget responsibility for housing management.</p>

Supervision and Relationships	
Supervision Received	The postholder will report to the Interim Head of Regulation and Improvement and will have regular 1-1 sessions
Supervision Given	The post holder will be responsible for the managers who will line manage housing officers, housing support functions, and floating support officers.
Contacts	External statutory, voluntary and private sector partners. Resident organisations. Council-owned companies. Council officers at all levels and councillors. Government agencies and regulators.

Resources/Budget Management
Responsible for managing service budgets, including HRA, housing income, refugee-related grants, and services provided to council-owned companies. HRA budgets will exceed £1m

Special Requirements
Must be able to travel to locations across the borough and help in out of hours response arrangements, attend evening meetings. An enhanced DBS check will be required.





Occupational Health Risk Assessment	Details
Skin/Respiratory Sensitisers	N
Working at Height	N
Exposure to Noise (>80-85dB)	N
Confined Spaces	N
Frequent Display Screen Equipment Use	Y
Driving for Work	Y
Hand Arm Vibration	N
Lone Working	Y
Healthcare/Social Contact with Patients	N
Blood Borne Viruses Exposure	N
Food Handling	N
Working with Animals	N
Specialised Medical Screening	N
Night Working	N
Safety Critical Work	N

Nature of the Role	Details
Healthcare or Hospital Work	N
Working with Children (under 18)	Y
Working with Elderly/Disabled Adults	Y
Work Environment Details	Shute End / Hybrid

Role Involvement	Details
Working with Children	Y
Working with Vulnerable Adults	Y
Both of the Above	Y
Providing Care/Supervision for Children	N
Providing Care/Supervision for Vulnerable Adults	N





WOKINGHAM
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Both of the Above	N
None of the Above	N/A

Disclosure and Barring Service (DBS)		Details
DBS Requirement	An enhanced DBS check will be required.	
Eligibility Tool	Find out which DBS check is right for your employee - GOV.UK (Find out which DBS check is right for your employee - GOV.UK)	

Re-checks
Annual enhanced DBS check will be required.

Evaluation Declaration	
Date of Evaluation:	31/07/2025
Evaluated by:	HR

