

## **Job Description**

<b>Post title</b>	Income Manager	<b>Post ref</b>	
<b>Department</b>	Housing Management		
<b>Grade</b>	J		

### **Overall job purpose**

To have overall responsibility for the management of Tenancy Services (as Landlord) including Income Collection/Recovery, Specialist Housing Support, Financial Inclusion, Leaseholders, Complaints management and IT/System development.

To develop and implement of strategies, policies, projects and action plans on a range of local and national initiatives and regulations.

Be responsible for the provision of effective policy, research across Landlord Services, ensuring there are robust, up-to-date policies and frameworks in place to meet future service challenges and consumer standards.

### **Reporting relationships**

<b>Reports to:</b>	Assistant Director - Housing Management
<b>Responsible for:</b>	<ul style="list-style-type: none"> <li>• Team Leader (Income Recovery)</li> <li>• Income Officers</li> <li>• Money Management Advisors</li> <li>• Income Co-ordinators</li> </ul>

### **Key tasks and responsibilities – post specific**

1. To oversee and manage all rent collection and debt relating to the Housing Revenue Account, ensuring staff take appropriate action and comply within legislative time scales and procedures for controlling arrears and achieving performance targets in-line with Benchmarking standards, such as House Mark.
2. To employ relevant Housing Legislation, Welfare Benefits knowledge, income maximisation techniques and council corporate objectives to ensure adherence to Pre Action-Protocol and legal frameworks.
3. To lead, develop, implement, co-ordinate and review strategies, policies and procedures pertaining to the Housing Income Management Team, enabling the effective collection of income and promoting the reduction of council housing debt. These measures directly impact the health of the Housing Revenue Account and ensure the continual improvement of service provision.
4. To encompass all aspects of income recovery of rent arrears, court standards and procedures in relation to staff training and knowledge. To foster positive collaborative working with stakeholders, including within the Housing service and across the council, tenants, and the courts.
5. Be responsible for developing, implementing, and reviewing strategies and procedures designed to promote financial and social inclusion and reduce/prevent social inequality and

homelessness by maximising residents' income and contributing towards tenancy sustainment activities.
6. Be the lead for write offs of irrecoverable debts including former tenant arrears and recharges and making recommendations to the Executive Director (Operations).
7. Understand, utilise, and develop income analytics and IT systems to shape services and improve income recovery and collection.
8. To lead and be responsible for the Capita Housing Management system (including Total Mobile) for the Department including planning, testing, training, implementation and development.
9. Ensure the effective management of all inputs and the operation of controls to the corporate financial systems by effective liaison with the Finance Department.
10. To be the lead for the Housing Management Department in responding to all Stage One complaint responses in line with the statutory Housing Ombudsman Service code.
11. To be the lead for the Operations Directorate for all Leaseholder queries including service charges, permissions etc.
12. To investigate all reports of Tenancy Fraud.
13. To manage, motivate, develop and communicate effectively with members of the team and the wider Housing Service.
14. To support regular Tenant Forum, Tenant Consultation and Scrutiny Meetings and to work with Tenant Groups and external bodies to share information and best practice.
15. To devise and assist with production of reports to tenants, information leaflets, infographics service standards and other published material.
16. To undertake recruitment and selection and ensure that appropriate performance management approaches are implemented.
17. To ensure that annual budgets are prepared and regularly monitored and comply with Standing orders and Financial and Administrative Regulations and Procedures.
18. To produce and present briefing papers and reports to elected members, senior management, tenant groups and other external agencies and service providers and attend scrutiny/council/CLT meetings as required.
19. Assist with the design and delivery of digital projects to assist service users.
20. To provide cover for the Tenancy Services Manager and deputise for the Assistant Director – Housing Management as and when required.

### **Key tasks and responsibilities – corporate**

Operate according to the Council's corporate values, code of conduct and employee competencies.

Take responsibility for personal health and safety and have regard to other persons who may be affected by the performance of the duties of the post, in accordance with the provisions of Health & Safety legislation and relevant Council policies and procedures.

Exercise proper care in handling, operating, or safeguarding any equipment, vehicle or appliance provided, used, or issued for the performance of the duties of the post.

Have a commitment to and understanding of the Council's approach to equality and diversity.

Comply with all relevant Council policies and procedures including financial regulations, HR policies / procedures, Data Protection, Freedom of Information Act and ICT Codes of Practice.

Adhere to relevant working practices, methods and procedures and undertake relevant training and development as required and respond positively to new and alternative ways of working.

Carry out any other reasonable duties and responsibilities commensurate with the grade and level of responsibility of the post.

Engage with digital models of service delivery and support the implementation of digital working methods.

**Employee signature**

*This job description represents a statement of the duties of the post but does not include all minor duties. It is inevitable that over time the nature of an individual post will change and existing duties may be lost and others gained without changing the general character of the duties or the level of responsibility. As a result the Council expects that this job description and person specification will be subject to revision.*

**Employee signature:**

**Date:**