

## Person Specification

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

<i>Please refer to the employee competency framework for more information about behaviour descriptors for each competency</i>	<b>Assessment</b>
Changing and improving	Application Form/ Interview
Making effective decisions	Application Form/ Interview
Leading and communicating	Application Form/ Interview
Delivering value for money	Application Form/ Interview
Managing a quality service	Application Form/ Interview

<b>Skills</b>	<b>Essential / Desirable</b>	<b>Assessment</b>
Competent in the use of IT packages	Essential	Application Form
Excellent project management and organisation skills, with the drive and ability to solve problems	Essential	Application Form/Interview
High level communication and interpersonal skills	Essential	Application Form/ Interview
Planning, organisation, and co-ordination skills – proven ability to prioritise.	Essential	Application Form/ Interview
Financial Management skills	Essential	Application Form/ Interview

<b>Knowledge</b>	<b>Essential / Desirable</b>	<b>Assessment</b>
Strong understanding of income management (social housing)	Essential	Application Form/ Interview
Experience of working with tenancies and knowledge of legal process (for rent collection)	Essential	Application Form/ Interview
Comprehensive knowledge of financial inclusion and strategies to promote social inclusion	Essential	Application Form/ Interview
Leaseholder management and legislation	Essential	Application Form/ Interview

Knowledge of IT systems delivery	Essential	Application Form/ Interview
----------------------------------	-----------	--------------------------------

<b>Experience</b>	<b>Essential / Desirable</b>	<b>Assessment</b>
Significant experience of managing and leading teams in a social housing environment	Essential	Application Form/ Interview
Experience of working in income recovery and maximisation	Essential	Application Form/ Interview
Experience of managing and delivering key performance indicators	Essential	Application Form/ Interview
Experience of dealing successfully with formal complaints	Essential	Application Form/ Interview
In-depth experience of working with customers to improve service delivery and satisfaction levels for key services	Essential	Application Form/ Interview

<b>Qualifications/Professional Membership</b>	<b>Essential / Desirable</b>	<b>Evidence</b>
A Degree in Housing or equivalent.	Essential	Application Form/ Certificates

<b>Additional information / other requirements of the post</b>
<ul style="list-style-type: none"> <li>• This post is politically restricted under the Local Government and Housing Act 1989.</li> <li>• The post holder is eligible for casual car user allowance.</li> <li>• The employee may be required to work outside of normal working hours/attend evening meetings as part of their role</li> </ul>

<b>Date produced / last amended</b>
November 2024