



Job Description

Job title	Income Recovery Team Leader	Hours	37 hours per week
Department	Revenues and Benefits	Salary	SK12 (£37,467 per annum)
Location	Mix of home and office based	Contract	Permanent

Main Job Purpose

1. To lead and manage the Income Recovery Team and Sundry Debt Team in maximising income collection and reducing arrears across all revenue streams, including local authority housing rents, sundry debt, Right to Buy (RTB), and leasehold accounts.
2. The postholder will lead key Housing Revenue Account performance and service improvement activities, including monitoring income collection performance, undertaking benchmarking, and supporting proactive improvements to strengthen social housing services.
3. The postholder will ensure effective recovery processes, compliance with legislation and policy, and high-quality customer-focused service delivery.

This role is not politically restricted.

Main Statement of Responsibilities

Leadership and Team Management

- Lead, motivate, and develop a team of Income Recovery Officers
- Set performance targets and monitor team outputs against KPIs
- Conduct regular one-to-ones, appraisals, and training plan
- Foster a culture of accountability, customer focus, and continuous improvement

Income Collection and Recovery

- Oversee the recovery of:
 - Local authority housing rents
 - Sundry debts (e.g. invoices, recharges, former tenant arrears)
 - Right to Buy (RTB)
 - Leasehold service charges
 - Ensure early intervention strategies are in place to prevent arrears escalation.
 - Monitor arrears performance and implement corrective actions where necessary

Housing Revenue Account Performance and Service Improvement

- Support key Housing Revenue Account activities by monitoring and improving income collection performance for social housing rents and related charges.
- Undertake benchmarking against relevant comparators to identify trends, opportunities, and areas for improvement in collection performance and service delivery.



- Lead in the development of proactive, evidence-led service improvements that strengthen income management, support tenants to sustain tenancies, and enhance the long-term effectiveness of social housing services.

Policy and Procedure

- Give direction to the Income Recovery and Technical Officer so they can develop, implement, and review income recovery policies and procedures
- Ensure consistency and fairness in decision-making across all income streams
- Maintain up-to-date knowledge of housing law, debt recovery regulations, and welfare reform
- Liaise with legal services, enforcement agents, and external partners.

Customer Engagement

- Promote a customer-focused approach, balancing income recovery with support for vulnerable residents
- Ensure appropriate signposting to support services (e.g. financial inclusion, benefits advice)
- Handle complex complaints and member enquiries

Performance and Reporting

- Give direction to the Income Recovery and Technical Officer so they can:
 - Analyse performance data and produce regular reports for the team and senior management
 - Identify trends, risks, and opportunities to improve income collection rates
 - Provide monthly reports with an executive summary for performance monitoring
 - The creation of bespoke reports as requested
- Contribute to budget setting and financial forecasting

Partnership working

- Work collaboratively with internal departments (housing management, finance, legal) and external agencies.
- Build effective relationships to support income recovery objectives.

Legal and Enforcement Action

- Authorise and oversee legal proceedings including possession action, county court claims, and enforcement processes
- Ensure compliance with relevant legislation, pre-action protocols, and internal policies

Core values

Our vision is to “be the best district in which to live, work, and visit.” To achieve this promise, we are building an organisation with a strong internal culture. Our values determine how we behave and deliver services to our residents and businesses and how we interact with each other, and we believe that our values are just as important as skills.

They focus attention on six areas:

Trust

- We act with credibility, professionalism and integrity in all that we do.



- An important guiding principle in the Council's operations and decision-making process, Trust is found in all relationships; from colleagues, Members and building our resident's trust.

Empowerment

- Committed to creating an environment where colleagues are encouraged and supported to take initiative.
- A culture of collaboration and teamwork where everyone is encouraged to share ideas, contribute and work together.

Accountability

- Taking responsibility for our actions and operating in a transparent manner.
- Being responsible for our own performance.

Making a Difference

- Addressing the complex challenges we face with innovative solutions.
- Driven by a purpose to create a positive impact and improve the lives of residents and the community of South Kesteven.

Supportive to All

- Putting residents at the heart of everything we do.
- Being an inclusive Council that values and celebrates diversity.

Kindness

- Empathy and understanding of others.
- Treating everyone with respect.



Flexibility

Some flexibility in the working hours will be required from time to time. This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to duties which may have to be varied (after discussion with the post holder) subject to the changing needs of the organisation.



Person Specification

Relevant Experience, Skills and Knowledge

Experience and knowledge

Essential

- Knowledge of relevant legislation (e.g. Housing Acts, debt recovery law, welfare benefits).
- Significant experience in income recovery within a local authority or social housing environment.
- Strong knowledge of at least one of the following:
 - Housing rent collection and arrears recovery
 - Sundry debt recovery processes
 - Right to Buy legislation and processes
 - Leasehold service charge recovery
- Experience of managing and leading a team

Desirable

- A relevant housing qualification, such as CIH Level 4 or equivalent.

Skills

Essential

- Strong leadership and people management skills
- Excellent communication and negotiation skills
- ability to analyse complex data and make informed decisions
- Experience in managing legal recovery processes
- High level of organisational and problem-solving skills

Relevant Qualifications

Essential

- Relevant professional qualification (e.g. housing, finance, or management) or equivalent experience (at least 2 years in a relevant professional environment)
- Qualified to a good general standard of education (5 GCSEs (A-C) or equivalent). This is only a requirement if the “experience of working in a finance-related/customer service area” criteria are not met).
- Current driving licence or the ability to make suitable arrangements

Communication and Interpersonal Skills

Essential

- Ability to communicate clearly and effectively with a wide range of audiences, including tenants, leaseholders, colleagues, senior managers, elected members, and external partners.
- Skilled in explaining complex financial, legal, and housing matters (including one of the following: rent arrears, sundry debt, Right to Buy, and leasehold charges) in a clear and accessible way.
- Strong negotiation and influencing skills, with the ability to secure positive outcomes in challenging income recovery situations.
- Experience of handling sensitive and potentially confrontational conversations with empathy, professionalism, and authority.
- Ability to adapt communication style to suit different audiences, including vulnerable customers or those in financial hardship.



- Proven ability to manage complaints and resolve disputes effectively while balancing customer needs and organisational priorities.
- Strong written communication skills, including the ability to produce clear reports and correspondence.
- Ability to build and maintain effective working relationships across departments and with external stakeholders.

Desirable

- Experience in representing the service at formal settings such as case conferences, member briefings, or court proceedings.
- Experience of producing formal documentation to support legal action (e.g. witness statements, court reports).
- Demonstrates high levels of emotional intelligence and resilience in sustained high-pressure environments.