

## Role profile

# Income Team Leader

Job title	Income Team Leader	Department	Income
Responsible to	Head of Housing and Customer Experience	Responsible for	Income Officer (2) Tenancy Sustainment Officer (2)

### Role purpose

- Lead and manage the Income Team;
- Protect income streams, prevent arrears, and maximise income for the Association including current and former resident's rent/service charge and sub-accounts;
- To ensure that rent and other charges owed to the Association are promptly and correctly collected, and that the Income Team maintains adequate liaison with tenants, former tenants, leaseholders, shared owners, housing benefit offices and funding bodies responsible for these payments;
- Develop the Income service in pursuit of upper quartile performance;
- Deliver an effective and appropriate service to all service users, fairly and without discrimination;
- Deliver initiatives to support an approach based around tenancy Sustainment.

### Accountabilities

- Support the Head of Housing and Customer Experience in the development, review, and delivery of the Income Management Policy and other strategies, policies and procedures to ensure the latest regulations and best practice are taken into account. Ensure the team adheres to the Association's policies and procedures;
- To manage, supervise, support and regularly appraise staff and ensure that all members of the Income team are given appropriate training in order to carry out their duties;
- Ensure there is a performance culture across the team; supporting individual accountability alongside full commitment to the delivery of excellent customer focused services. Benchmark service in relation to performance, quality and cost. Set realistic targets and monitor performance to achieve continuous improvement. Where appropriate intervene to ensure performance remains on track and agreed targets are reached;
- Extract and review data and produce accurate and timely reports, to evidence performance, identify risks, opportunities, and best practice to develop systems, processes, and initiatives to maximise income for the Association and deliver service improvements for customers;
- To ensure that appropriate controls are maintained and operated;

- Establish great working relationships with colleagues, partners and stakeholders to support the delivery of a holistic housing management service;
- Support a value for money culture with a focus on efficient and continuous improvement;
- Ensure all tenants, leaseholders and customers receive accurate rent and service charge review notices in line with the Association's policy, regulatory and legislative requirements, wherever possible by using digital means;
- Ensure that tenants, leaseholders and customers are at the heart of all services, and that all staff demonstrate a commitment to resident involvement;
- Ensure that any allocated budgets are managed, and that potential issues are identified to the Head of Housing and Customer Experience;
- Be aware of all relevant legislative and regulatory frameworks within the Landlord Service;
- Actively involve residents in reviews of the Income Management service;
- Participate in the development, implementation and successful delivery of income and financial inclusion projects and service improvements;
- Assisting in the development of information and communication technology in relation to the Income Management service;
- Work effectively within our agreed protocols with partner agencies to ensure effective partnership working, ensuring all in line with GDPR;
- To be the first point of contact and take responsibility for the contracts and Service Level Agreements with third party support services;
- To work with the Neighbourhood and Customer Experience Team Leaders and colleagues from across the Association, to develop effective working relationship between the teams and identify opportunities for joint working that will deliver efficiency savings;
- To have a flexible approach to hours worked if necessary, to attend meetings and carry out duties outside of normal office hours as required. This may include late night working to chase arrears or attend Resident Panel meetings;
- Be an active member of the Housing Leadership Team.

## Knowledge, skills and experience

### Essential

- Robust knowledge of Welfare Reform;
- Experience of leading, motivating and managing a high performing team;
- Experience of debt recovery;
- Experience of providing a customer focused service;
- Experience of negotiating solutions to achieve the objectives of the customer and organisation;
- Good IT skills and knowledge of Microsoft Office Suite;
- Good written and verbal communication skills;
- Experience of attending court to present cases in relation to debt recovery;
- Experience of handling difficult customers and situations in a compassionate and sensitive manner;
- Must be flexible and be prepared to work outside normal office hours on occasion according to the needs of the service.

## Desirable

- Knowledge of preparing court application using PCOL
- Knowledge of Capita Open Housing or other housing databases.
- Good knowledge of the property and housing market.
- Understanding of relevant housing legislation
- Knowledge of welfare benefits system

## Performance measures

- **Income management**  
Meets or exceeds income collection and arrears targets
- **Performance management**  
To achieve performance targets that reflect top quartile performance
- **Customer focus**  
To deliver high quality customer service provision evidenced through customer compliments, positive survey results and minimum referral to other teams.  
Meets or exceeds the standards of customer service in accordance with customer service standards
- **Equality and diversity**  
Ensures all services are delivered in accordance with the Association's Equality Scheme, ensuring that all customers receive a responsive service irrespective of race, ethnic origin, disability, nationality, age, class, gender, appearance, religion, sexuality, responsibility for dependants, unrelated criminal activities, being HIV positive or with AIDS, or any other matter which causes a person to be treated with injustice.
- **Team player**  
To work with and be supportive of team members within the customer service team, to be an active and contributing member of the housing directorate and to participate in and understand the wider business role.

## Competencies

*Please refer to the Skills and Competency Framework for more detail*

	Level
<ul style="list-style-type: none"> <li>• <b>Respect for all</b> Recognises and embraces diversity and values the contribution made by others.</li> </ul>	4
<ul style="list-style-type: none"> <li>• <b>Customer focus</b> Addresses the needs of internal and external customers with consistency and sensitivity.</li> </ul>	4
<ul style="list-style-type: none"> <li>• <b>Service delivery</b> Achieves goals and maintains and improves standards through an ability to think ahead, plan, prioritise and schedule activities and monitor and manage outcomes effectively.</li> </ul>	4
<ul style="list-style-type: none"> <li>• <b>Communication skills</b> Communicates clearly and effectively with others, taking into account the needs and expectations of others. Understands the impact of their own personal style and uses an appropriate style when dealing with others.</li> </ul>	4
<ul style="list-style-type: none"> <li>• <b>Digital Skills</b> Harnesses digital technology to support the organisation, maximise its business opportunities and optimise its efficiency.</li> </ul>	4
<ul style="list-style-type: none"> <li>• <b>Handling information</b> Is able to store, retrieve, understand and deal with a range of information sources in the most appropriate way to the task and in compliance with policy.</li> </ul>	4
<ul style="list-style-type: none"> <li>• <b>Managing oneself</b> Takes responsibility for one's own performance and development, both personally and professionally and seeks help and guidance proactively.</li> </ul>	3
<ul style="list-style-type: none"> <li>• <b>Embracing change</b> Supports and initiates change as required. Continually strives to improve work processes in line with business needs.</li> </ul>	3
<ul style="list-style-type: none"> <li>• <b>Judgement, decision making and problem solving</b> Assesses the extent and scope of a given problem or issue and decides what action to take. Follows Rosebery policy.</li> </ul>	3
<ul style="list-style-type: none"> <li>• <b>Leading and developing others</b> Empowers team members to reach their potential, providing support and guidance.</li> </ul>	4
<ul style="list-style-type: none"> <li>• <b>Financial and numerical awareness</b> Understands the financial implications of individual actions and day-to-day activities on the business. Demonstrates an understanding of the broader local and national business issues and is able to interpret the impact of economic conditions on services and the organisation's Business Plan</li> </ul>	3