

Role Profile

This section provides key information relating to the role

Job Title:	Income and Home Ownership Manager		
Post No:	P01575	Grade:	M
Team:	Finance	Location:	White Lion House / Campus East
Responsible to:	Assistant Director (Finance)		
Responsible for:	Income Team Leader Home Ownership & Rents Team Leader		

Overall job purpose:

To oversee and be responsible for the strategic and operational delivery of:

1. A high quality and comprehensive income management, rent transactions and leasehold service through effective management, leadership and influence to provide a high-quality customer experience.
2. Specialist income management services which aim to maximise the amount of rent and service charges collected from the council's tenants and leaseholders.
3. All rent setting, charging and recovery processes, in line with the current legislative requirements.

Key areas of focus:

1.	Ensure that maximum values of rent and service charges are collected from the council's tenants and leaseholder. Ensure performance is maximised and arrears are managed in accordance with the council's policies and procedures.
2.	Ensure that the services provided meet legislation and regulatory requirements, reflect best practice and deliver excellent customer care at all times. This will include putting in place appropriate processes to enable staff to support tenants who are in rental arrears.
3.	Manage the service so that tenants and leaseholders who are in financial difficulty are supported, whilst also managing arrears levels to maximise income to the council.
4.	Lead on the development and updating of policies and procedures related to income management, transactions and leasehold services and that these are communicated to staff and applied consistently throughout the service. Ensure policies are compliant with all relevant statutory and legislative requirements and codes of good practice as well as all internal guidance and Financial Regulations.
5.	Responsible for devising and implementing the rent increase formula in accordance with Council and Government policy and regulatory requirements.
6.	To ensure the service establishes and maintains relationships with external partners and stakeholders, such as support providers and the DWP, and that blockages are identified and resolved to ensure delivery of effective services to customers.

7.	Accountable for ensuring key performance targets/indicators and business plan objectives are met and develop suitable monitoring systems and the provision of new statistics. Monitor, interpret and analyse the data collected, ensuring the timely submission of performance reports and other documents as required.
8.	To work in partnership with other agencies as appropriate, resolving complaints and other concerns, including safeguarding issues, as raised by staff, residents and/or their relatives and partner agencies. This will include also responding to formal complaints, ombudsman, MP and councillor enquiries and carrying out reviews of policies and practice with respect to complaints received and implement improvements.
9.	Take the lead on co-ordinating applications and responses to the First Tier Tribunal cases and represent the council as appropriate.
10.	Ensure effective communication with staff, providing updates on corporate information and consulting on operational issues as appropriate.
11.	Represent the council internally and externally in relevant meetings, panels, boards and consultations, including chairing meetings where appropriate. Ensure appropriate and professional conduct at all times, and in accordance with the council's standards.
12.	As a member of the Finance Management Team, actively contribute towards the formation and implementation of the strategic direction and objectives for the organisation and support delivery of the operational objectives.
13.	Plan and monitor budgets in accordance with the operational and strategic requirements of the service; identify where efficiencies can be made and ensure that resources are prioritised appropriately across the services provided. Budgets managed c. £1 million.
14.	Maximise collection of the council rental income c. £60 million plus leasehold charge accounts.
15.	To promote equality and diversity in the workplace and in the services of the Council and to deliver the Council's equalities and diversity priorities.
16.	The ability to converse with ease with other staff and members of the public and to provide advice in accurate spoken English is essential for this post.
17.	Any other duties that are commensurate with the level and grade of this post.

Role Requirements

The following outlines the criteria for this post.

Criteria	Essential	Desirable	Assessment Criteria
Qualifications and experience			
Extended formal training, to graduate or professional qualification level, or equivalent experience, knowledge and training which relates to the specific requirements of the job	x		AP
Degree Level or post graduate Housing qualification		x	AP
Corporate Membership of the Chartered Institute of Housing		x	AP
Training or experience which has resulted in the post-holder acquiring advanced knowledge of income management, transactions and rent account processes and legislation Training or experience which has resulted in the acquisition of knowledge of: <ul style="list-style-type: none"> • Safeguarding vulnerable children and adults • Data protection • Health and Safety 	x		AP
Extensive experience of leading an income management and transactions team and/or leasehold service or another relevant housing-related area	x		AP
Experience of developing relationships in partnership with statutory and voluntary agencies to deliver outcomes for customers	x		AP
Working with vulnerable people within a wider community setting to improve financial resilience and tenancy sustainment.		x	AP

Knowledge			
Comprehensive knowledge of housing legislation, sector influences and regulatory standards and requirements relating to social housing.	x		AP
Skills and abilities			
Ability to plan long term schedules for reporting and ensure the deadlines are met	x		IN
High level of IT literacy. Confident in use of Word, Excel and Outlook and other systems relevant to the role	x		AS
Ability to communicate effectively in a range of different situations	x		AP/AS/IN
Experience of delivering effective & collaborative working relationships with customer and partner groups and stakeholders	x		IN
Excellent written and verbal communication skills tailored towards a range of audiences, including reports and presentations	x		AS
Ability to produce, analyse and interpret complex information and present this information in a meaningful and understandable way	x		AS
Other attributes			
Proven experience of project management	x		AP
Ability to take a fair and balanced approach to resolving complaints and other complex issues raised by officers, staff, residents/their relatives and partner agencies	x		IN
Proven ability in influencing and negotiating skills, including delivering & supporting culture change	x		IN
Excellent time management and organisational skills to effectively manage a varied workload and plan workload of a team	x		AS
Ability to interrogate complex datasets and produce reports	x		AP,AS,IN
Ability to calm potentially emotionally challenging situations and to deal with people who display	x		IN

highly aggressive behaviour and to effectively tackle crisis situations			
Ability to drive and possession of a current UK driving licence	x		AP

Assessment Criteria:
(AP) Application, (AS) Assessment, (IN) Interview

Our Values and Behaviours



Our CORE values are key to delivering our vision, plans and strategies.

Collaborative	Open	Responsible	Excellent
We work together to get things done	We behave with integrity & fairness	We take responsibility for our actions and decisions	We perform at our best & strive for excellence

It's really important that you have a genuine passion for doing a great job and our behavioural competency framework sets out how we want people to work, ensuring everyone is valued, supported and empowered.

These competencies will be assessed throughout the recruitment and selection process, as well as part of your ongoing development and progression.