

## Job Description

<b>Job Title:</b>	<b>Income Management Manager</b>
<b>Reporting to:</b>	Income Services Manager
<b>Department:</b>	Income Services
<b>Direct Reports:</b>	Income Managers
<b>Budget:</b>	N/A
<b>JD date reviewed:</b>	May 2024
<b>Job Level:</b>	14

### Job Purpose

Provide proactive line management to a team of Income Managers. Lead, motivate, manage, and develop Income Team staff to provide excellent income management service across all our income streams. Assessing the success of income recovery approaches being undertaken by advising and supporting staff on the management of portfolios and individual accounts and ensure that actions undertaken by the reportees are in line with internal policies and procedures and legislative policy – such as the Courts Pre-Action Protocol and Housing Act 1988. Provide robust information about tenants' accounts and accurate management information – including creating & presenting reports on a regular basis to the Income Service Manager, Head of Finance and other senior members of staff. Work alongside the Income Services Manager and Income Advisor Manager to develop and deliver strategic approaches to income recovery drawing on best practice and legislative policy. Contribute and take a lead in the reviews and subsequent development of existing policies and procedures. Manage a portfolio of temporary accounts, liaising with local authorities and taking action where appropriate.

### Key Strategic Responsibilities

- To support the delivery of an effective debt recovery process by proactively managing and developing the Income Team and ensuring that all debt recovery processes and contact with customers are continually reviewed in line with current legislation, best practice techniques and our corporate values
- Explore issues or needs of tenants and communities, establishing potential causes and barriers as well as related issues, to enable the provision of appropriate and effective income collection
- Driving our service forwards and playing a lead role in shaping our services for the future
- Responsible for delivering effective Housing Management support for the organisation, including line management and performance responsibility of our Income Team
- Work alongside key performance targets, leading on housing management legal actions, and management of a patch
- The ability to develop excellent internal and external partnerships, analyse performance data and develop strategies that achieve continuous improvement
- Navigate complex issues with tenants, applying critical judgement in varying, dynamic situations and working with other agencies to support tenancy sustainment
- Analyse performance data of the service to identify existing, new and emerging trends and implement proactive measures to develop or improve the service

- Promote equality and diversity to ensure services are developed in line with the Equality Act 2010

### Key Functional Responsibilities

- Line manage a team of Income Managers who are visiting members of staff dealing with high level debt, attend court and manage rent related evictions
- Keep fully up to date with key developments in legislation and best practice relating to income collection and legal enforcement, amend procedures and apply them promptly to maximise the effectiveness of enforcement
- Deliver clear team KPIs demonstrating effective rent collection performance including but not limited to debt collected by colleague, tenure and value band
- Attend court where necessary, prepare relevant legal paperwork
- Personally and efficiently manage a portfolio of rent accounts
- Provide excellent customer service at all times, demonstrating and modelling the Eastlight behaviours and values
- To actively participate in case conferences with other internal and external key agencies to identify where preventative intervention is required ensuring a prompt and joined up approach
- Liaise with other departments, partners and stakeholders, to ensure you and your staff are managing cases to the best of our ability and to ensure optimal service delivery
- Working to strict targets and deadlines and adhering to agreed service standards
- Ensuring the utilisation of all available software within the Income Team – such as Income Analytics and Key IVR
- Monitor lone working system to ensure staff safety and undertake targeted visits to customers' homes
- Assessment and approval of Pass to Court and Eviction reports
- Attend all rent related evictions following relevant procedures – including the storage of items and the TORT process
- Managing and facilitating staff training to upskill and ensure compliance
- Monitoring and management of Eastlights Customer Feedback Solution
- Regularly monitor the status of rent accounts, staff portfolios, output and performance
- Manage staff effectively, offering support and advice, training and development opportunities, carrying out regular 1-1s, appraisals, setting objectives and managing competency and disciplinary actions efficiently
- Investigating and managing stage 1 complaint responses ensuring these are responded to within the Housing Ombudsman timescales
- Represent the organisation internally and externally at team meetings, working groups, training events or related activities
- Manage and monitor support referrals and maximise the income of tenants by providing welfare benefits advice and developing appropriate procedures to manage the impact of welfare reform
- Review Safeguarding reports and implement effective reporting to ensure that safeguarding concerns are addressed in line with procedures (identifying risk, raising concerns, and following through)
- Support with Annual Rent Increase project and financial year end process

- Ensure that income management systems contain accurate data, and review the systems where appropriate to meet both the changing requirements within the sector and business need
- Lead on any identified areas of improvement or changes within the Income Team as well as those that have an impact on the wider business, i.e assessing risk, improving service provision, and maximising business income
- Research, review and provide proposals to ISM regarding service level agreements with external agencies
- Provide and present advice to the ISM following any external developments within social housing
- Chair and participate in various staff meetings at all levels
- To work in accordance with court protocols and Housing Act 1988
- To provide basic debt advice and signpost to other agencies where appropriate
- Leading and contributing to all other Income Team project workload
- Carry out all other tasks deemed reasonable and appropriate

Person Specification	
<b>Education &amp; qualifications</b>	<ul style="list-style-type: none"> <li>GCSE levels 9-4 in Maths and English or equivalent level of numeracy and literacy skills</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Thorough understanding and proven experience of the legal processes involved in the collection of all housing related debt - Rent, Lease holder debts, Service Charges, Property recharges etc</li> <li>Lone working</li> <li>Managing debts across all income streams and of all levels</li> <li>Visiting customers within their homes</li> <li>Experience of presenting possession cases in Court</li> <li>Experience of managing staff</li> <li>Dealing with difficult situations</li> <li>Experience of preparing, presenting, and explaining reports to different audiences</li> <li>Experience in the social housing sector</li> </ul>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>Knowledge and experience of the legal processes involved in the collection of all housing related debt</li> <li>Be able to work on own initiative and being self-motivated</li> <li>Capable of working as part of a wider team environment</li> <li>Ability to provide clear and concise data and feedback</li> <li>Have a flexible, can do and customer first approach with a positive approach to problem solving</li> <li>Proven working knowledge of IT systems word, PowerPoint, Excel, teams, Income analytics, Key-IVR (call masking) All Pay, Orchard, Omni etc.</li> <li>Thorough understanding of the Courts Pre-action protocol, including early intervention and financial inclusion</li> <li>Awareness of financial inclusion</li> <li>Awareness of Equality and Diversity</li> <li>A proven track record of achieving targets and meeting deadlines</li> <li>A strong commitment to involving residents, customers and service users in improving, delivering and managing services</li> <li>Proven verbal and written skills</li> <li>Attending evictions and taking possession</li> <li>Excellent time management skills</li> <li>A full, clean driving licence and have use of a vehicle and be available to travel</li> <li>Working to strict targets and deadlines</li> </ul>