

Job Description

Job Title:	Income Manager
Reporting to:	Income Management Manager
Department:	Income Services
Direct Reports:	N/A
Budget:	N/A
JD date reviewed:	May 2024
Job Level:	13

Job Purpose

Responsible for maximising income within Eastlight, through the effective recovery of all housing related debt.

Key Strategic Responsibilities

- To work with colleagues and key partners to help sustain tenancies and have an in depth knowledge of housing and welfare benefits
- To work in accordance with Eastlight policies and procedure to provide balanced and consistent approach to income collection
- To represent Eastlight at Court and carry out related actions such as eviction
- To provide excellent customer service
- To work in accordance with Eastlight values of being ambitious, inclusive and accountable

Key Functional Responsibilities

- To provide excellent service delivery on a dedicated income patch
- To carry out home visits and adhere to lone working policy
- To provide an empathetic approach to service delivery and have awareness of safeguarding procedure including making referrals where appropriate
- To work in accordance with the Court Pre Action Protocol and Housing Act 1988
- Where legal action is required progress cases in accordance with current legislation
- To apply for court hearings and warrants via PCOL
- To attend court and prepare all related paperwork and reports
- To attend and organise evictions and prepare all related paperwork and reports
- To provide basic budgeting advice and signpost to in house support teams and other agencies where appropriate
- To provide comprehensive advice and assistance in applying for Benefit claims and welfare applications
- To issue Food Bank vouchers where appropriate
- To maximise income for tenants by providing advice on welfare benefits and to make referrals to Eastlight Welfare Benefit Advisors, where appropriate
- To maintain good working relationships both internal and external with key partners
- To contribute to the development of income related policies, processes and procedures

- Attend individual case reviews and conferences with both internal and external partners ensuring a prompt and joined up approach to sustain tenancies
- Monitor tenancy compliance and escalate cases to the appropriate in house team
- To ensure that the Income Service Manager and Tenancy Management Teams are kept up to date and well informed of developments in specific cases
- Keep fully up to date with key developments in legislation and best practice relating to income collection and legal processes
- Provide a high quality of service and contribute towards continuous improvement within the organisation by achieving the objectives set out in appraisals
- Maintain accurate, complete, consistent and up to date records and reports for performance, customer insight and auditing purposes
- To have the knowledge and confidence to use own judgement to make appropriate decisions on a case by case basis in line with the Income Collection process
- Attend internal team briefings and meetings to facilitate effective communication
- To identify customer's explicit needs, challenges and other unknown issues

Person Specification	
Education & qualifications	<ul style="list-style-type: none"> • GCSE levels 9-4 in Maths and English or demonstratable level of numeracy and literacy skills • Possess a full UK clean driving licence and have access to own vehicle
Experience	<ul style="list-style-type: none"> • Experience in the housing sector (Essential) • Experience of income collection (Essential) • Experience in customer service (Essential) • Experience in presenting possession cases in court (Desirable) • Experience in attending evictions and taking possession (Desirable)
Knowledge and Skills	<ul style="list-style-type: none"> • Knowledge of the legal processes involved in the collection of all housing related debt • To be able to work on own initiative, be self-motivated whilst also able to work as part of a wider team • To have a positive attitude and provide innovative solutions to problems • To possess excellent communication skills • To possess excellent time management and organisational skills and ability to multi-task • To be able to achieve targets, meet deadlines and produce positive outcomes • To have a good understanding of lettings, allocations and tenancy issues • To be able to provide planning, organising, prioritising and overseeing activities to efficiently meet business objectives • To be able to write clear and concise reports and present to a wide range of audiences • Have a flexible and customer first approach including out of hours meetings • Good working knowledge of IT systems (Microsoft Word and Excel) • Awareness of the importance of Equality, Diversity, and Inclusion