

ROLE PROFILE

POSITION	Income Manager		
TEAM	Income Theme	LOCATION	Coastline House
VERSION	2	LAST UPDATED	November 2018

PURPOSE OF ROLE	To support the Income Theme Lead in the day to day management and running of the Income Management Team, enabling a high quality, effective and efficient customer focused income management services for the company.
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KEY ACCOUNTABILITIES

1. Line management of the Income Management Team including carrying out appraisals, one to ones, team meetings and performance management.
2. Manage arrears cases weekly as required, and assist the team with the recovery of all income rightly due.
3. Assist in providing support, advice and coaching to team members with complex cases.
4. Deputise for the Income Theme Lead in attending internal and external meetings, as required.
5. Assist with the selection and recruitment of new staff, providing training as required.
6. Maintain a good knowledge of relevant legislation and best practice, including benefit and welfare reform legislation, providing training as required.
7. Prepare legal paperwork and represent the Company at Court and attend evictions as required.
8. Support the Income Management Team and colleagues in using IT systems, including the migration of processes from UHM to CRM.
9. Assist the Income Theme Lead in preparing and reporting statistical performance information, ensuring performance is within KPIs, providing commentary where necessary.
10. Conduct interviews and home visits to customers as required in line with the lone working policy.
11. Allocate workload across the team to maintain a full service, including during times of staff absence.
12. Assist the Income Theme Lead in delivering the mid-year and year-end processes, ensuring strict compliance with legal requirements.
13. Maintain and review all Income Management policies, procedures, and other related procedural documents.
14. Promote digital shift to increase digital inclusion and utilise My Coastline, Coastline website, social media and online activities to increase involvement.

15. Perform all other duties as required.

GENERAL OBLIGATIONS

1. Represent the Company positively with all external agencies.
2. Service and support the Company as requested.
3. Establish, develop and maintain effective working relationships with all work colleagues and external agencies.
4. Ensure compliance with the Company's Health and Safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the Company's policy and standards.

REPORTING

- Reports to the Income Theme Lead.
- Responsible for Income Management Coordinators.

CONTACTS

Internal

- Non-executive directors, executive directors, managers and staff across the Company.

External

- Customers, contractors, customer representatives, residents groups, media and press, housing associations, local authorities, schools, regulators, voluntary organisations, printers, opinion formers, stakeholders etc.

PERSON SPECIFICATION

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QUALITY	ESSENTIAL	DESIRABLE
Education and Qualifications:	<ul style="list-style-type: none"> Professional Housing Qualification. High standard of literacy and numerical skills. Evidence of commitment to ongoing professional development. 	<ul style="list-style-type: none"> Management qualification at level 3 or higher.
Experience, Knowledge and Understanding	<ul style="list-style-type: none"> Experience of delivering excellent customer services. Experience of managing a small team to deliver Corporate objectives. Knowledge and understanding of Housing legislation, including Housing Acts and Landlord and Tenants Acts. Excellent knowledge of Universal Credit and Welfare Reform Act. Knowledge and understanding of equality and diversity. Thorough knowledge of all income management processes, for all forms of income. Experience of working under pressure and adhering to strict deadlines and targets. 	<ul style="list-style-type: none"> Experience of working with CRM and EDMS solutions. Experience in performance reporting. Experience in reporting and presenting to Senior Management and/or Board.
Job Related skills	<ul style="list-style-type: none"> Proficient IT skills including Microsoft Office applications, and Housing related IT systems. Leadership and motivational skills. Influential, with a track record of delivering successful outcomes. Ability to communicate well both 	

	<p>verbally and in writing.</p> <ul style="list-style-type: none"> • Excellent numerical and analytical skills and able to write reports and present information to a range of audiences. • Facilitate meetings and give presentations to a variety of audiences. • Able to coach, support and empower others. • The ability to work under pressure often dealing with sensitive issues. • Drive to meet performance targets • Willingness to support colleagues and provide assistance with complex cases or difficult customers. 	
<p>Personal Skills</p>	<ul style="list-style-type: none"> • Able to effectively manage customers who may be vulnerable and present challenging behaviour • Able to effectively work under pressure • Excellent interpersonal skills • Self-motivated, organised and ability to use own initiative or work as part of a team • Flexible 'can-do' attitude and ability to respond positively to change • Understanding of the need for tact, diplomacy, sensitivity and confidentiality • Confident and professional manner, being assertive when required • Creative, innovative and an eye for detail • Ability to solve problems • Commitment to customer access and customer service excellence • Good team member. 	

Other	<ul style="list-style-type: none">• Full driving licence and access to a vehicle.• Ability to attend evening and weekend meetings.• Willing to work outside 'office hours'.• An up-to-date DBS check.	
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