

## ROLE PROFILE

<b>POSITION</b>	<b>Senior Manager for Income and Lettings</b>		
<b>TEAM</b>	Housing Services	<b>LOCATION</b>	Coastline House
<b>VERSION</b>	2	<b>LAST UPDATED</b>	04 October 2018

<b>PURPOSE OF ROLE</b>	<p>To provide effective leadership and management, communicating a positive vision for aspects of Income Theme.</p> <p>To lead operations and management for services under the Income Theme, and be responsible for:</p> <ul style="list-style-type: none"> <li>• All aspects of Income Management, customer financial inclusion and managing a debit of £26m</li> <li>• Recovering all services charges, worth £2m</li> <li>• Delivering the Income Strategy</li> <li>• Delivering the operation of HomeHunt, ensuring effective, affordable lettings systems for the growing a portfolio of homes</li> <li>• Ensuring high quality, effective and efficient, customer focused rent and arrears recovery services for the company</li> <li>• Reduce rent lost through voids and deliver the Disposals Strategy</li> </ul>
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## KEY ACCOUNTABILITIES

1. To provide effective leadership and management, communicating a positive vision for all teams within the Income Theme.
2. Manage the Income, Leasehold and Service Charge, and Lettings Teams, carrying out appraisals, one to ones, monthly team meetings etc. and performance management of the Income, Leasehold and Service Charge and Lettings Managers, incl. leave, time sheets, mileage and expenses claims. Arrange cover and provide support, training and guidance as appropriate
3. Manage Leasehold and Service Charge functions, ensuring a high quality service for customers and residents, whilst recovering all services charges, worth £2m
4. Ensure that 'mid-year' and 'year-end' tasks and processes are carried out accurately and in a timely fashion
5. Develop and support the growth of new and innovative marketing strategies to promote our properties across the County. Also, in letting homes, regularly review processes to proactively and innovatively operate to reduce void times and maximise income
6. Promote the message that income management begins before a tenancy is granted and oversee the timely and efficient recovery of all income

7. Assist the DoHAC in developing and delivering the Income Strategy, and ensure the effective delivery of the procedures by the team
8. Ensure legislative compliance across the team, incl. Section 20 of the Commonhold and Leasehold Reform Act
9. Deal with any legal challenges relating to shared owners, leaseholders and service charge payers, and assist in serious cases where customers pose a danger, present challenging behaviour, are vulnerable or have mental illness, drug and/or alcohol issues
10. Set targets and monitor the performance of the managers and their teams, ensuring performance is within agreed KPIs
11. Prepare monthly reports and provide statistical performance information for the Director of Housing Assets & Communities and Executive Team as required
12. Research and implement best or innovative practice to continually improve services and effectively deliver the Income Strategy, Customer First- Access and Inclusion and Homes & Communities Strategy,
13. Participate in Senior Leadership Team meetings, Housing Team meetings, customer residents meetings, multi-agency meetings and local authority liaison meetings as required
14. Oversee the setting up of Direct Debits and processing of card payments, ensuring confidential information is handled in line with data protection regulations
15. Support the Director of Housing, Assets & Communities and deputise as required.
16. Manage designated budget(s) and external contracts
17. Support the Team in preparing for and attending Court and evictions as required, and dealing with abandoned tenancies, squatters and unauthorized occupiers, taking legal action where necessary
18. Assist and advise the Income Team in managing legal challenges, using innovative methods to save the money
19. Promote digital shift to reduce digital exclusion and utilise the Coastline website, social media and online activities to increase involvement
20. Select, recruit, induct and train new staff

## 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
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 Director of Housing, Assets & Communities
- Responsible for 3 direct reports and 14 operational staff

## 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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<b>QUALITY</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Education and Qualifications:</b>	<ul style="list-style-type: none"> <li>Degree and/or equivalent job specific qualifications.</li> <li>Management qualification level 4 or higher</li> <li>Evidence of commitment to ongoing professional development</li> </ul>	
<b>Experience, Knowledge and Understanding</b>	<ul style="list-style-type: none"> <li>Experience of delivering excellent customer services</li> <li>Experience of managing change</li> <li>Experience of managing teams to deliver Corporate objectives</li> <li>Knowledge and understanding of Housing legislation, incl. Landlord and Tenant Acts and Commonhold and Leasehold Reform Act and Welfare Reform and Benefit Acts</li> <li>Good knowledge of Data Protection Act and the benefit systems</li> <li>Experience in carrying out effective research and recording findings in report formats and excel presentation</li> <li>Knowledge and understanding in equality and diversity</li> <li>Experience in working under pressure and meeting tight deadlines and targets</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of setting targets and managing budgets</li> <li>Experience of working with CRM and EDMS solutions</li> <li>Experience in performance reporting</li> <li>Experience in presenting presentations to Senior Management and/or Board</li> </ul>
<b>Job Related skills</b>	<ul style="list-style-type: none"> <li>Proficient IT skills including Microsoft office applications such as word, excel, publisher and outlook and CRM systems</li> <li>Effective communicator, (both verbally and in writing) with excellent leadership and motivational skills</li> </ul>	

	<ul style="list-style-type: none"> <li>• Influential, with a track record of delivering successful outcomes</li> <li>• Sound numerical and analytical skills and able to write clear, concise reports and present information to a range of audiences</li> <li>• Facilitate meetings and give presentations to a variety of audiences</li> <li>• Able to coach, support and empower others</li> <li>• Demonstrable project management skills with the ability to prioritise and meet deadlines under pressure</li> <li>• Ability to quickly grasp an issue and to clearly and concisely communicate complex subjects to key audiences</li> </ul>	
<p><b>Personal Skills</b></p>	<ul style="list-style-type: none"> <li>• To have natural leaderships skills with the ability to engage others.</li> <li>• To be able to manage services for people with complex needs in a sensitive and non-patronising way.</li> <li>• Ability to make decisions and develop creative solutions with limited supervision.</li> <li>• Develop effective working relations and motivate staff.</li> <li>• Deal fairly and implement grievance and disciplinary procedures.</li> <li>• Ability to effectively work under pressure</li> <li>• Able to think 'outside the box' and find innovative solutions to problems</li> <li>• Self-confident and able to work with minimum supervision.</li> <li>• Energetic and dynamic.</li> <li>• Diplomatic.</li> <li>• Team player.</li> <li>• Well organised.</li> <li>• Good networker.</li> <li>• 'Can do' attitude.</li> <li>• Maintain confidentiality; demonstrate a commitment to valuing diversity and</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working positively with people from a variety of backgrounds.</li> </ul>

	equal opportunities.	
<b>Other</b>	<ul style="list-style-type: none"><li>• Access to a vehicle and possession of a full clean driving license</li><li>• Willing to work outside 'office hours'</li><li>• Standard DBS Disclosure satisfactory to the organisation</li></ul>	