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| **Job Description** | | | |
| Job title: | **Income Manager** | Location: | Cheshire / Merseyside |
| Responsible for: | Supervision and management of: Around 9FTE including  Income Officers and advisors | Responsible to: | Head of Income and lettings |

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| **Overview of the role** | |
| To lead and inspire a team of Income Officers responsible for effective rent collection and debt prevention from current tenants, with a strong emphasis on tenancy sustainment. The postholder will drive performance, deliver coaching and development, and work collaboratively with internal and external stakeholders to ensure high-quality, customer-focused service delivery in line with Plus Dane’s mission and values. | |
| **Main responsibilities and accountabilities** | |
| **Service Delivery & Development**   * Line management responsibilities for staff within the Income service, ensuring that customers are dealt with promptly, courteously and efficiently in accordance with Plus Dane’s Income Policy and Procedures. * Directly deliver a choice of services to customers, ensuring that all contacts and actions are recorded in the CRM system, aiming for maximum levels of customer satisfaction. * Identify any training and development needs through regular one to ones, performance reviews, coaching and training. * Promote a preventative, supportive approach to income collection, working proactively with tenants to sustain tenancies and avoid legal action wherever possible. * Foster a culture of continuous development through structured coaching, mentoring, and skill-building for team members. * Work in partnership with internal teams and external agencies to support residents with complex needs affecting their ability to pay rent. * Undertake Performance Development Reviews (PDR) in accordance with the organisation’s PDR annual scheme or the equivalent. * Manage the team in accordance with the absence management and lateness policies. * Create a motivational climate within the team, ensuring that positive two-way communication and involvement exists by holding regular team meetings, huddles and training sessions. * Deal directly with complaints and complex enquiries received from customers, colleagues and other relevant stakeholders. * Regularly monitor the progress of cases to ensure compliance with policy and procedures. * With the Income Manager, be responsible for the recruitment and selection of high calibre team members. * Demonstrate a commitment to personal development and maintain a strong general knowledge of the social housing sector and the internal/external factors affecting it. * Carry out any other reasonable duties as may be required by the Income Manager and Head of Income.   **Performance**   * Develop clear and accurate reporting, including forecasting, to measure the impact of benefit changes and the effect they could have on Plus Danes rental income * Develop clear and accurate reporting to measure the impact of FTA and sundry debts on the overall collection performance * Analyse performance utilising management information available, to improve the performance of the team and identify reasons for under performance, taking appropriate corrective action where required * Produce individual performance targets, set realistic objectives and monitor the performance and attendance of all staff for whom you are responsible * Monitor team workloads, the quality of the service response and collate performance statistics in respect of all the work carried out by the team. Ensure that performance monitoring systems are developed and maintained with performance information reported accurately as required by the Head of Income * Lead by example in managing team performance, using KPIs, analytics, and regular reviews to drive improvement and accountability. * Support team innovation by encouraging new approaches and tools that enhance rent collection rates while maintaining tenant trust.   **Finance, budgets and resources**   * Maximise income through efficient use of resources and supporting the business in the development of new ideas to continually drive improvement and enhance customer satisfaction   **Governance & compliance**   * Ensure compliance with all statutory, legislative and regulatory guidance, policy and best practice aligning activities to the vision, mission and values of Plus Dane’s Corporate Plan * Promote and maintain a culture of health and safety of self and others in accordance with Health and Safety legislation and best practice * Ensure compliance with all Plus Dane’s health and safety policies and procedures. * An awareness of and compliance with data protection legislation and policies and procedures reporting all concerns to an appropriate senior officer * Be aware of Data Protection and Freedom of Information legislation and, so far as is reasonably practicable, ensure compliance with the requirements of the Act | |
| **Key contacts** | |
| The post is responsible for actively promoting and representing Plus Dane to a broad range of stakeholders. Key contacts in the post are detailed below. | |
| Key internal contacts are:   * Management Team * Housing Management * Customer Access Team * Finance * IT * Homeshub | Key external contacts are:   * Customers * Partnership Organisations * DWP * Local Authorities * Statutory Agencies * The Court Service |

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| **Person Specification** | | |
| Job title: | **Income Manager** | |
| **Area** | **Requirements (E – Essential D – Desirable)** |
| Education | * Good standard of education, specifically English and Numeracy (E) * Housing Specific Qualification – Level 4 (D) * Management or leadership qualification (D) * Coaching qualification (D) * Holds a full driving license and has use of a car (E) |
| Experience & knowledge | * Experience of working in a target driven income collection environment (E) * Experience of line management (E) * Experience of working collaboratively with support services and stakeholders to resolve complex debt-related issues (E) * Proven ability to lead, coach, and motivate teams to achieve and exceed performance targets (E) * Good understanding of Housing Law (E) * Experience of preparing cases and attending court for possession proceedings (D) * Strong communication skills (both written and verbal) (E) * Experience of producing high quality, accurate reports (E) * Experience of interpreting complex data and the ability to present it in an easily understandable format to a varied audience (E) * Knowledge of the benefits system and an understanding of current and future challenges which could impact on Plus Dane’s income (E) * Excellent customer service skills with an emphasis on providing a high quality service for our customers (E) * Experience of working as part of a busy team and the ability to be resilient in difficult situations (E) * Aptitude for being highly organised and proficient in achieving key performance standards and targets (E) |
| Personal qualities | Able to:   * Set and maintain standards * Communicate effectively with staff, customers and key stakeholders * Maintain a high level of accuracy in a pressurised environment * Coach and develop team members * Problem Solve * Motivate * Identify development areas for staff, share feedback and provide coaching for ongoing service improvement * Effectively communicate with other service areas to support ongoing improvement and a one team approach * Represent and promote Plus Dane’s mission and values   Has:   * High personal integrity and a strong focus on personal accountability to deliver excellent outcomes * Excellent, written, verbal and numerical skills * Strong interpersonal skills in order the effectively line manage a team of people * A pleasant and helpful manner with the ability to deal with stakeholders appropriately * A flexible approach to further support resource management within the team * A constructive and calm approach * Excellent negotiation skills * Desire to undertake further personal development   Is:   * Performance driven * Customer focused * Committed to continuous learning and development * Resilient * Organised * Self- aware * Self-motivated |

Plus Dane Housing is committed to safeguarding and promoting the welfare of young people and vulnerable adults and expects all staff and volunteers to share this commitment.