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|  | Job Description | C:\Users\jowen\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.Word\Leeds Fed Logo Colour.jpg |

BASIC DETAILS

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| Job Title:  Location:  Responsible To:  Reporting Structure: | Income Team Leader  Leeds  Income Services Manager  See organisation chart |

**MAIN PURPOSE**

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| The Income Team Leader will be responsible for managing the day-to-day operations of the Income Officers to deliver the organisations ‘high support, high challenge’ Income Collection Service.  The successful candidate will provide technical support and guidance to the team to ensure compliance with policies and procedures and the provision of a high quality Income Service that meets the Regulator of Social Housing standards. They will also work closely with The Financial Inclusion Team Leader and other members of the area teams to maximise the performance of our assets while achieving high levels of customer satisfaction and tenancy and neighbourhood sustainability. |

Specific Accountabilities and Performance Standards

|  | Key Accountabilities | Minimum Performance Standards |
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|  | Lead and manage a team to deliver customer focused Income collection service. | * Set clear targets for a team of Income Officers to reduce arrears outstanding on individual patches and to ensure the delivery of a high quality service. * Lead on new initiatives to improve services delivered to customers * Work closely with other teams with a view to improving outcomes. * Maintain excellent levels of communication with team on all relevant issues through cascading of information and responding to and feeding back on ideas generated by team members * Apply corporate strategies and the Value for Money Policy to all areas of work |
|  | Manage the processes related to Income Collection to minimise arrears of rent and other charges through consistent application of the Association’s policies | * Regular review of operational policies, procedures and processes taking into account changes in legislation, regulation and best practice * Provides ongoing instruction, training, coaching and practical assistance to team members in the consistent and effective application of core business processes relating to Income Collection services * Provide in house training for other Area Team colleagues as necessary * Effective engagement with customers, colleagues and other stakeholders in the improvement of business processes associated with Income Collection services |
|  | To provide advice and expertise to the team and develop services that protect the Association’s income through effective preventative activity and communication with customers | * Ensure the delivery of proactive, personable and robust service focused on maintaining successful tenancies * Develop innovative campaigns promoting effective income Management * Keep up to date with changes to welfare benefits * Attend appropriate forums to learn from best practice which can then be utilised to improve services |
|  | Monitor, support, train and motivate team members to deliver high levels of customer service given to customers and colleagues. | * Ensure team members adequately trained and competent to carry out their duties. * Ensure team members receive regular feedback and review of their performance and achievement through documented conversations held on at least a monthly basis. * Provide recognition to team members where they have outperformed, exceeded expectations, or demonstrated one of the organisation’s strengths * Annual achievement conversations carried out and documented for all team members * Documented team meetings held on at least a monthly basis |
| 5 | Collaborates with Area Team colleagues to maximise the performance of assets and ensure tenancy and neighbourhood sustainability | * Demonstrates a consistent level of commercial awareness and a commitment to the principles of Value for Money * Uses data and professional curiosity to identify and act on potential problems before they become serious, to avoid unnecessary costs * Works with Area Team colleagues to seek maximum Value for Money, focussing on the performance of the Association’s assets over the long term * Takes proactive steps to minimise tenancy turnover * Works in partnership with Area Team colleagues to maintain high levels of customer satisfaction and tenancy and neighbourhood sustainability |
| 6 | Enables customers to engage with the organisation and influence how services and improvements are provided and delivered to consistently high standards | * Invites and encourages customer involvement in service delivery through a variety of channels * Attends local meetings as required to represent the Association * Contributes as required to the gathering of customer satisfaction and opinion data * Uses customer feedback to influence and shape service delivery * Closes the ‘feedback loop’, ensuring customers recognise that their input and feedback is valued |
| 6 | Delivers an excellent standard of customer service and achieves high levels of customer satisfaction, tenancy and neighbourhood sustainability | * Provides a professional, helpful and responsive service to customers, achieving high levels of customer satisfaction and building trusting and mutually respectful relationships with customers * Set a high personal standard for values and ethics, supporting and promoting the organisation’s reputation and the professional growth and development of the team * Ensures services are delivered in a way that recognises individual needs * Takes ownership of all customer enquiries received, and progresses work as far as necessary to resolve * Takes active steps to work with customers to resolve complaints at an early stage, avoiding the need for formal investigation where this is possible and appropriate * Ensures procedures are followed accurately and consistently in the provision of services to customers * Maintains the confidentiality of customer data in line with GDPR requirements |
| 7 | To contribute to the effective running of the Housing Team and to participate in a culture of continuous improvement | * Share ideas and good practice to deliver high levels of performance across the Team * Make a visible and effective contribution to the performance of the department * Lead and/or participates in service reviews and business improvement projects, implementing recommendations for improvement * Reviews policies and procedures on a regular schedule, amending and documenting as necessary to take into account legislation, regulatory requirements and best practice * Manage effective communication and consultation processes around changes to the financial inclusion service with customers and colleagues * Undertake ad-hoc project work as required * Takes an active role in own personal and professional development, evidencing learning and improvement |
| 8 | Corporate Role | * Model the organisations strengths in day-to-day work * Work within the organisation’s Health and Safety policies and procedures taking personal responsibility for your own wellbeing * Work within the VfM policy and consider wider business sense in all aspects of your role * Provide and maintain excellent standards of customer care in accordance with the organisation’s Customer Service and Equality and Diversity policies * Work within the culture and values of the organisation and promote the reputation of Leeds Federated with partners and external colleagues * Support and promote business improvement projects and other corporate programmes of work, providing resources from own team to support project delivery in line with agreed requirements * Be responsible for own learning and development, participate actively in identified training and engage with the performance management system * Communicate effectively and work productively with all colleagues * Work to improve relationships and communication across the organisation through joint project working * Uphold and promote the organisation’s behaviours, values and culture through positive coaching practices * Work within the Risk Management Framework Policy ensuring that internal controls are operating effectively to manage the risks faced by Leeds Federated within your area of responsibility |
| **No job description can be entirely comprehensive and the job holder will be expected to carry out such other duties as may be required from time to time and are broadly consistent with the job description and status of the post within the organisation** | | |

Leeds Federated Housing Association

Person Specification

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| Financial Inclusion Team Leader | | | | | | |
| Attributes | | **Description** | | **ESSENTIAL** | **DESIRABLE** | |
| Knowledge and Experience | | Income/Housing team leadership experience (min 2 years) within a performance focussed environment. | | **X** |  | |
| Good understanding and up to date knowledge of rent arrears and debt recovery protocol and experience of attending and presenting cases at court. | | **X** |  | |
| Good working knowledge of welfare benefits | |  | **X** | |
| Experience engaging with Local Authority and Universal Credit regarding rent increases and benefit issues | | **X** |  | |
| Experience of successful partnership working with both internal and external teams | | **X** |  | |
| Ability to carry out administrative tasks to a high level of accuracy and quality | | **X** |  | |
| Experience of designing and delivering campaigns | |  | **X** | |
| Understanding of the principles of Value for Money and identifying areas to implement | | **X** |  | |
| Good knowledge of computerised systems | | **X** |  | |
| Skills and Abilities | | Meets the organisations values and behaviours | | **X** |  | |
| Able to lead and motivate a team to perform to a consistently high standard | | **X** |  | |
| Able to engage effectively with colleagues to deliver results | | **X** |  | |
| Able to use data to diagnose business performance issues | | **X** |  | |
| Able to meet individual and job specific targets set by line manager | | **X** |  | |
| Ability to recognise where changes are needed in administrative processes and procedures to provide an efficient and effective service. | | **X** |  | |
| Ability to coach and develop team members, building confidence and delivering performance improvement | | **X** |  | |
| Able to attend meetings outside normal office hours from time to time as required | | **X** |  | |
| Qualifications | | GCSE or equivalent level of education | | **X** |  | |
| Relevant qualification in housing related field at level 4 or above. | |  | **X** | |
| Other | | Holder of a valid driving licence (where identified as a specific requirement) | | **X** |  | |
| Has a vehicle available for business use (where identified as a specific requirement) | | **x** |  | |
| Able to travel and work from various locations as directed | | **x** |  | |

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