

JOB DESCRIPTION

Directorate:	Chief Executive's Department
Division:	Housing
Post No & Job Title:	F112, F132 - Income Collection Manager
Grade:	Grade 9
Responsible to:	Income and Housing Manager
Responsible for:	A team of 4 FTE Income Collection Officers and 3 FTE Income Collection Assistants and 2 Financial Inclusion Officers

Main Duties and Responsibilities:

1. Assist with and contribute to the continuous improvement of the Income Collection service including implementation of procedures and practices.
2. Lead and contribute to the continuous improvement of the financial inclusion service.
3. Day to day management of direct reports including recruitment, managing absence, organising and holding regular one to ones and annual appraisals.
4. Use the systems available to ensure that weekly arrears actions are completed within the relevant timescales and take necessary action if timescales are not met.
5. Monitor and manage performance of team members including giving feedback and working to improve performance.
6. Lead on the production of reports for senior management and produce analysis of trends and data as required.
7. Departmental lead in terms of the Capita housing management system and super user for the rent arrears and accounting modules
8. Monitor accounts for quality of advice and adherence to the procedures and escalation policies especially in relation to Introductory Tenancies.
9. Monitor, and be responsible for, lone working arrangements for the Income Collection Officers and Financial Inclusion Officers.
10. Attend court and evictions in the absence of the Income Collection Officer and where additional support is required.
11. Provide additional support and advice to direct reports when dealing with difficult customers, cases or situations.

12. Responsible for investigating, responding to and learning from, complaints for service area.
13. Provide cover for the Income Collection Accountant in their absence to ensure that essential processes are still completed in a timely manner.
14. Responsible for approving refunds.
15. Responsible for checking and authorising Notice of Seeking Possession/Notice to Quit.
16. Responsible for the training and induction of new direct reports.
17. Maintain excellent working relationships with other teams and departments.
18. Work in partnership with external agencies such as DWP, Citizens Advice and JCP.
19. Ensure that all correspondence received by the Income Collection Team is responded to within the agreed timescales.
20. Auditing accounts marked for write off to ensure compliance with procedures.
21. Manage the year end process to ensure that rent review notices are issued within the correct timescales and that the housing management system is updated.
22. Keep up to date with key changes to legislation and welfare benefits and recommend changes to procedures.
23. Maximise income from additional funding streams by working in partnership with other agencies.
24. Update the income and welfare reform webpages and customer information as required.
25. Seek and learn from feedback from customers and implement any necessary changes.
26. Carry out any other duties that are within the scope and grading of the post which could also be requested by the line manager or Head of Service.

DESIGNATED CAR USER

A designated car user status has been attached to this post.

SPECIAL CONDITIONS

Duties may include attendance at evening meetings and/or work outside normal office hours.

RESTRICTIONS

This is not a politically restricted post.

This post is subject to exemption with reference to the Rehabilitation of Offenders Act 1974.

NOTE

The above job description sets out the main responsibilities of F112 & F132 – Income Collection Manager but should not be regarded as an exhaustive list of the duties that may be required. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the post holder during the Personal Development Review process.

All employees are expected to maintain a high standard of service delivery and to uphold the Council's policies in accordance with equality and diversity standards, and health and safety standards, and to participate in training activities necessary to their job.