

# Job description

## Income Team Manager

- Grade: Grade: PO4
- Reports to: Income Collection Manager
- Direct reports: Five, Income Officers
- Your team: Income Recovery
- Service area: Central Income Recovery
- Directorate: Homes and Neighbourhoods/Resources

### Special requirements of the post

Workstyle: Front facing (High presence, three to four days a week)

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This post requires a DBS check at the appropriate level (Basic)

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This is a safety critical post and will be subject to the council's drug and alcohol policy

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This post is subject to the council's declaration of interest procedure

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## Our mission

Islington is a place rich with diversity and culture. As a council our sense of purpose couldn't be clearer: we serve. It's in the logo. We are committed to challenging inequality in the borough and as one of the largest employers we know that to look after the place and the planet, we have to look after our people. **Together we can change the future.**

To do this, everyone who works at Islington Council lives by a set of values which guide us in everything that we do: collaborative, ambitious, resourceful, and empowering. They spell out 'CARE', which is what we think public service is all about.

# Overview of the role

## Key responsibilities

The Team Manager will coach, lead and inspire a team of officers delivering a holistic and person-centred income service to residents with a range of varying needs. They will manage and direct the performance of a team within the Income Recovery service. This could include:

- The collection and management of current Housing rent and other charges including effective enforcement action, maximising collection
- Coordination of court activities including hearings and evictions
- Supporting vulnerable residents including developing new approaches
- Liaison with Housing Benefit and the DWP to help residents maintain their tenancies

Working collaboratively with Service Managers and other Team Managers, the post-holder will take a leading role in the design, continuous development and delivery of the Income Recovery service, in accordance with the Homes and Community Safety Directorate Plan. Team Managers will support the Head of Service and Service Managers on service policy and strategy development implementation, along with statutory and professional accountabilities. The post-holder will be responsible to the Head of Service and Service Managers for achieving agreed performance outcomes and standards, while leading with confidence and promoting a high performing culture that empowers staff.

### Leadership

1. To be the operational lead for the team, managing resources, coordinating work-streams and managing projects to ensure that the service plan is delivered within timescales and on budget. To ensure that demand for the service is managed effectively, and that unnecessary, wasteful demand is minimised.
2. To provide line managerial responsibility as required. This includes the organisation of working arrangements, the adequate provision of equipment and materials and all relevant matters associated, absence monitoring, performance, conduct and discipline of staff within the section.
3. To liaise with senior staff within the department and Council, with members, Directors, residents and their representatives and other agencies on issues impacting performance and service delivery.
4. To work closely with other Team Managers within the service area, providing day to day supervision in their absence and ensuring adequate cover arrangements are in place for the provision of services across the whole section.
5. Support the Service Manager to provide operational leadership and project management for the Income Service, enabling high levels of income collection along with assisting vulnerable residents to maintain their tenancies.
6. To assist the Head of Service and Service Managers in setting the annual service plan and key objectives for the team and to ensure they are achieved, including the monitoring of performance so standards are attained.
7. To provide the relevant statistics and performance management reports on the activities of the team as required, drafting other reports on relevant matters as required.

8. Oversee and monitor all aspects of the teams' performance including auditing cases and providing feedback to Service Managers and staff.
9. Contribute to a workforce development programme for the team, including facilitation of reflective practice and recruitment and training of new staff. To promote a learning culture, where staff are empowered to build on their strengths in the development of the service.
10. To provide training, coaching and mentoring where appropriate to staff within the income recovery teams and other sections/departments as appropriate.
11. Assist the Head of Service and Service Managers as required in devising and developing procedure manuals for each aspect of work.

### Income Recovery

12. To be responsible for the effective and efficient provision of a rent management service. This will include proactive management of all levels of arrears; ensuring collection rates are maintained at the requisite target, that legal action is used only where necessary, providing help and support for vulnerable residents.
13. Devise and promote systems for implementing and monitoring rent arrears procedures as well as individual performance against targets set ensuring appropriate corrective action is taken where necessary.
14. To ensure that services provided are appropriate to the needs of the service users, who are at risk of poor outcomes, in accordance with the Islington's policies.
15. To be an income collection expert, ensuring the Housing department provides a responsive and proactive Income management service to tenants to facilitate personalised, creative and realistic interventions that reduce risk and promote resilience.
16. To review existing protocols and ensure partnership working and monitoring arrangements are set up with other parts of the service, other departments and also contractors responsible for the provision of services within the area. This will include legal services, social services, Housing Benefits, DWP, IT and Finance. To ensure that where appropriate problems are resolved, and remedial action is taken.
17. To be responsible for and assist staff to develop and maintain information systems, using data to mitigate risks and make decisions. Ensure data collection is accurate, complete and up to date.
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### Communication

1. To deal with complaints and enquiries and ensure they are managed within target timescales and due consideration is given to the quality of responses.
2. Ensure appropriate welfare benefit advice and support is available for staff to access

on behalf of tenants and their representatives.

3. To assist in the production of information in a clear and understandable format, including the use translation and interpreting services, as appropriate.
4. To ensure that the services provided are accessible, accountable and responsive to the needs of the customer.
5. To proactively manage demand, providing an excellent service while seeking to reduce unnecessary contact and promote channel shift.

## General

6. To ensure that the requirements of all relevant Health and Safety legislation, including risk assessments, and Islington's relevant policies are fully observed by staff within the team and included as part of the induction of any new employees.
7. To attend committee meetings, tenant forum meetings and any others as may be required outside working hours, acting as an ambassador for the council.
8. To perform any additional duties consistent with the grade and level of responsibility of this position, for which the holder possesses the required experience and/or training.

## Compliance

Ensure adherence to legal, regulatory, and policy requirements under GDPR, Health and Safety, Employee Code of Conduct and in your area of expertise by identifying opportunities and risks, and escalating issues as necessary.

# Person specification

Your application form needs to demonstrate how you fulfil the role's requirements. It is essential to address the criteria, as this will be used to evaluate your suitability for the position.

## Essential and desirable criteria

**Essential:** the basic requirements that must be met for someone to be considered for a particular job. These criteria are mandatory and cannot be negotiated. Essential criteria directly impact the core qualifications or skills necessary to perform the job effectively.

**Desirable:** the additional qualities, skills, or qualifications that would be advantageous for a candidate to possess but are not mandatory. Not meeting them does not automatically disqualify someone from consideration for the job. This also allows candidates who do not possess certain desirable criteria the opportunity to explain how their other knowledge, experience and skills relate to these and what they may be in the process of doing or willing to do to achieve these.

## Knowledge, experience, and skills

Point	Criteria description	Essential/desirable
1.	To be educated to a level commensurate with the level of the post.	Essential
2.	Ability to lead and motivate a team in a performance driven environment. Experience of working in or with social housing is desirable, but not essential.	Essential
3.	Ability to work with people who have experienced multiple disadvantages including poor health and wellbeing, domestic violence and abuse, crime / antisocial behaviour and trauma, and an understanding of how these disadvantages combine to create social exclusion.	Essential
4.	Ability to supervise and manage a team providing a rent recovery service. Managing conduct, absence and development.	Essential
5.	Strong track record in building relationships, networks and achieving results through joint working practices and collaboration.	Essential
6.	A great leader, able to coach, motivate and inspire team members, colleagues across partnerships and service users alike. Able to role-model and drive a workplace culture that promotes resilience, personal development and growth	Essential

Point	Criteria description	Essential/desirable
7.	Demonstrable knowledge of current legislation and issues affecting the provision of Public Sector Housing.	Essential
8.	Ability to set and meet performance targets and to provide comprehensive monitoring arrangements to achieve these, including data collection and accurate record keeping.	Essential
9.	Ability to undertake client monitoring for contracts affecting the service e.g. legal services, debt and welfare advice agencies, floating support, etc.	Essential
10.	Ability to adopt a flexible approach to team working, be self-motivated and use your own initiative.	Essential
11.	Ability to oversee the teams accounts and to audit cases to provide constructive feedback to enhance the service provision.	Essential
12.	Ability to write, contribute to and present coherent and comprehensive reports, as well as organising responses to correspondence from tenants, their representatives, members and other bodies.	Essential

## Our accreditations



Our accreditations include Disability Confident Leader, The Mayor's Good Work Standard, London Living Wage Employer, Stonewall Diversity Champion, and Employer with Heart.