

Northumberland County Council

JOB DESCRIPTION

Post Title: Income Manager		Director/Service/Sector: Place,Housing & Public Protection, Housing Services		Office Use
Band: Band 10		Workplace:		JE ref: 3526
Responsible to: Housing Operations Manager		Date: November 2018	Lead & Man Induction:	HRMS ref:
Job Purpose: Manage the Housing Services Income Team for all of its Council housing stock. Provide effective leadership, coordination and management of the housing service and support staff. Make a positive and effective contribution to the Corporate Management of the authority, group, department and service.To develop new initiatives, reviewing existing practices and contributing to the broader development and growth of the service functions and drive a performance culture with a focus on continuous improvement, accountability and personal responsibility. To ensure the service reflects current legislation, standards and Council and Government priorities.				
Resources	Staff	The Income Management Team, which includes a Senior Income Officer, Income Officers, Right to Buy/Leasehold Officer, Debit Controller, Former Arrears Recovery Officer and administrative staff organised by service or geographical area.		
	Finance	Responsible for managing the overall income and debt recovery of the Housing Service, monitoring expenditure / income against forecasts and budget responsibility of circa £1m.Managing contracts and service level agreements with relevant agencies/departments. Allocation of service targets including rent recovery, rent loss, arrears management, service charges, and rechargeables.		
	Physical	Responsible for ensuring the collection, maintenance and use of significant bodies of corporate data. Responsibility for the housing service's physical resources.		
	Clients	Develops and oversees services that have an impact upon the well being of service users. Dealing with members, the public, tenants and partner organisations, to deliver effective easy to access front-line services in order to maximise rental income and reduce overall income loss.		
Duties and key result areas: As the leader of a team; <div><div>1.</div><div>Lead and direct the Income Team through an effective approach to performance management that ensures team, service and Group objectives are met with regard to Corporate and Business strategies.</div><div>2.</div><div>Support and develop the Income Team through appraisals ,121's and training and development programmes.</div><div>3.</div><div>Ensure the service is delivered in line within current legislation.</div><div>4.</div><div>Promote and maintain a positive relationship with employees to develop a climate of harmonious and constructive employee relations.</div><div>5.</div><div>Determine the most effective utilisation and deployment of resources (Human, Physical and Financial) to achieve the objectives set by senior managers</div><div>6.</div><div>Ensure the effective management of sickness absence within the service.</div><div>7.</div><div>Maintain effective management and communication systems and processes within the service and, in conjunction with senior colleagues, ensure that employees at all levels are fully aware of their respective roles, functions and responsibilities and changes to legislation or Council policies.</div><div>8.</div><div>Support the development of a strong Health and Safety culture within the service and ensure that there are effective management, monitoring and communication arrangements in place to implement the Council's Health and Safety Policies.</div><div>9.</div><div>Develop effective and constructive relationships with colleagues and external contacts in order to promote effective partnership arrangements for the delivery of high quality services, this will involve working closely with the Housing Operations Manager</div><div>10.</div><div>Develop robust mechanisms for establishing and monitoring the effectiveness of service related strategies, policies and practices.</div><div>11.</div><div>As a member of the Service Management Team, fully participate in the corporate planning and management processes for the service.</div><div>12.</div><div>To work jointly with the Housing Operations Manager on the development and review of relevant policies that govern the services, working within agreed policy development and business excellence frameworks, ensuring stakeholder involvement.</div><div>13.</div><div>To develop and monitor service standards for the service areas ensuring stakeholder involvement</div><div>14.</div><div>Manage customer, stakeholder and partner relationships to ensure effective engagement in the service and to ensure key service objectives are met.</div><div>15.</div><div>Promote good relations with all other Directorates of the Council with a view to achieving the most effective performance of its functions to achieve a co-ordinated approach to the development and provision of services.</div></div>				

16. Ensure effective joint working, networking and planning with all relevant external agencies, so as to maximise the Council's role, function and influence in relation to all aspects of service provision.
17. Keep up to date with legislation, regulations and good practice
18. Actively promote the role of the service and Council in relation to its service activities and policies at local, regional and national level as appropriate.
19. To act in any role allocated in the County Council Emergency and Business Continuity Plans when required.
20. Ensure appropriate legal obligations and actions are met throughout the entire income management process.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.

Work Arrangements

Transport requirements:	Involves travel to work sites, area offices throughout the County and further afield on occasion.
Working patterns:	Normal office hours but flexi-hours may apply. Early starts & some weekend working may be required on occasion. Standby or call out arrangements may apply.
Working conditions:	Potential significant exposure to difficult situations involving customer complaints and disputes.

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PERSON SPECIFICATION

Post Title: Income Manager	Director/Service/Sector: Housing Operations	Ref: 3526
Essential	Desirable	Assess by
Qualifications and Knowledge		
Degree level or equivalent standard of general education. Member of a relevant professional body e.g. Chartered Institution of Housing Evidence of recent relevant Management Training and continuous professional development. Thorough understanding of relevant legislation, regulations and professional best practice. Thorough understanding of Health & Safety legislation and the ability to produce concise but accurate risk assessments. Thorough understanding of contemporary issues within the service.	Relevant management degree or post-graduate diploma e.g. MBA, DMS. Relevant professional qualification. Formal qualification in housing management.	(a), (i) (p) & (r)
Experience		
Recent extensive experience and consistent successful managerial achievement within an organisation of comparable scope and complexity. A demonstrable track record of leading and managing teams and delivering outcomes that require collaborative approaches both within the organisation and with external partners. Experience and a proven track record in the formulation and delivery of strategies and policies within an organisation of comparable scope and complexity. Experience and demonstrable success in the management of change and of securing the support of others in the process. Experience of successfully managing financial and staffing resources within a comparable organisation. Experience of successfully managing contracts to deliver higher performing customer focussed services. Experience in using Microsoft Office applications. A successful track record of engaging effectively with others at a senior level and building productive partnerships with key stakeholders.	Experience of successfully dealing with difficult customers and situations and securing positive outcomes.	(a), (i) , (p) & (r)
Skills and competencies		
Ability to provide visible and supportive leadership, empowering, enabling, motivating and developing the staff and fostering a positive organisational culture. Ability to operate effectively within the democratic process and to develop productive working relationships with Council Members that command respect, trust and confidence. Ability to maintain a clear overview of the issues affecting the Council in general and the service in particular. Strong analytical skills and an excellent aptitude for developing innovative solutions to complex problems. Ability to propose, develop and implement effective strategies in pursuit of agreed goals and to make clear, informed, appropriate and timely decisions. Well-developed networking, partnership, advocacy, negotiating and presentation skills that are persuasive and influential with others. Excellent interpersonal and communication skills to relate effectively to, and command the respect, trust and confidence of, colleagues, council tenants, Council Members, and other stakeholders. Effective ICT skills and able to use ICT to achieve service objectives.	Skilled in the use of Microsoft Office. Financial and commercial awareness.	(a), (i) , (p) & (r)

Physical, mental and emotional demands		
Normally works from a seated position. Need to maintain general awareness and deal with frequent interruptions, as well as having some lengthy periods of enhanced concentration. Extensive contact with public/clients in dispute/negotiations with the Council. Need to regularly manage conflicting demands and meet demanding deadlines.	Resilience to and ability to manage stressful situations.	(a), (i) , (p) & (r)
Motivation		
A corporate orientation and a commitment to tackling issues in a non-departmental manner. Personality, conduct and credibility that engages and commands the confidence of colleagues, Council Members and other stakeholders. Strong desire to provide excellent customer service & seek continuous improvement.		(a), (i) , (p) & (r)
Other		
Ability to meet the transport requirements of the post.		(a), (i) , (p) & (r)

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits