

**WOKING BOROUGH COUNCIL
JOB PROFILE**

Job Description

Job Title: Housing Team Leader - Income

Pay Grade: W4 – W5

Directorate: Communities

Team: Housing Services

Reporting to: Resident Services Manager

Budgetary Responsibilities:

Job Purpose:

Work collaboratively with service managers, housing colleagues, contractors and customers providing a one team, customer centric approach to service delivery and ensuring the Housing Service is delivered to the highest standard.

To provide a comprehensive housing service across the Resident Services area. You will be responsible for leading, managing and coordinating a team of Income Officers to provide a high quality, customer focused Housing Management service in line with our service standards and values. You will lead by setting a good example and engage the team to achieve goals.

Main Tasks:

1. Lead and manage the housing management team, comprising 4 Income Officers overseeing a proactive income collection service promoting early intervention and tenancy sustainment across the teams, including the ongoing use and management of Mobyssoft Rentsense.
2. Develop a supportive approach to staff to enable them to respond to problematic and complex cases. Address personal development needs in regular performance and objective reviews.
3. Lead on complex income matters, advising the team and assisting with exceptional cases.
4. Provide timely, accurate and proactive responses to MP and Councillor enquiries.

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5. Lead on complex cases which require legal possession action advising the team and adhering to Ministry of Justice pre action protocols and communicating with the Legal Team as required and attend court as necessary.
6. To work closely with the Systems & Performance Team to ensure all debit and income is applied accurately by raising any concerns at the earliest opportunity.
7. Ensure compliance with policies, procedures and ensure legislative requirements are followed to deliver an effective income & housing management service.
8. Source and provide training for the income team to enable them to deal with customer enquiries effectively and provide regular updates on changes to law affecting welfare benefit entitlements.
9. Be responsible for stage one complaints relating to income management having due regard for Housing Ombudsman Code of Guidance.
10. Provide a professional, pro-active, and friendly service to all residents by yourself and the team.

People Management:

- Be a good manager, leading your team demonstrating the values and behaviours of a manager of Woking Borough Council
- Ensure team comply to corporate policies and procedures.
- Carry out appraisals, 121's, recruitment and staff management in line with corporate guidelines.

Service Management:

- To effectively manage all aspect of the Income collection service to all tenures having due regard for the regulatory standards for social housing the housing ombudsman

Financial Responsibility:

- To monitor income collection on a weekly basis, producing reports as required to help improve the service.

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Other Responsibilities:

- To undertake other duties which may arise or as may be delegated from time to time, commensurate with the skills required for this post.
- Deputise for Resident services Manager and Head of Service as required.

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Person Specification

Key:

E = Essential, D = Desirable,

A = Application Form, I = Interview, P = Presentation

Please list as required.

Criteria	Standard	E/D	Measure
Education & training	<ul style="list-style-type: none"> • Good general standard of education to GCSE level – 5 GCSE's • CIH or an equivalent other recognised housing qualification • Extensive knowledge of social housing legislation 	<p style="text-align: center;">E</p> <p style="text-align: center;">D</p> <p style="text-align: center;">E</p>	A

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Experience	<ul style="list-style-type: none"> • Demonstrable knowledge and experience of working in a housing organisation • Experience of working with tenants, leaseholders and external agencies. • Practical experience and understanding of supporting service teams and/or providing support different client groups. • Demonstrable experience in delivering customer-focused services and initiatives. • Experience of interpreting technical information and presenting in plain English. • Experience of collaborative working with a range of external organisations and other council departments to achieve strategic objectives. • Advanced knowledge of social housing matters including Income collection. • Experience of Microsoft Office programmes including MS Excel. • Experience of working with Elected Members. • Proven and demonstrable experience of managing a team. • Experience of PCOL and Pre-action protocol and Court framework and casework. 	<p style="text-align: center;">E</p> <p style="text-align: center;">D</p> <p style="text-align: center;">E</p> <p style="text-align: center;">D</p> <p style="text-align: center;">D</p> <p style="text-align: center;">E</p> <p style="text-align: center;">D</p>	I
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Special Requirements	<ul style="list-style-type: none"> • Excellent verbal, written and presentation communication skills 	E	A/I
	<ul style="list-style-type: none"> • Good listening skills and the ability to build a rapport with a diverse network of individuals 	E	
	<ul style="list-style-type: none"> • Able to handle conflict, difficult conversations and negotiations professionally and persuasively with customers either face-to-face, by phone or online, including those who may be in difficult and/or emotionally charged situations. 	E	
	<ul style="list-style-type: none"> • Ability to engage effectively with a diverse audience using a wide range of communication tools. 	E	
	<ul style="list-style-type: none"> • The ability to analyse data and identify key themes and trends 	D	
	<ul style="list-style-type: none"> • Ability to plan, prioritise and use their own initiative in order to solve problems. 	E	
	<ul style="list-style-type: none"> • Strong reporting skills and the ability to maintain up to date records 	E	
	<ul style="list-style-type: none"> • Able to manage staff effectively as well as contribute positively as a team member. 	E	
	<ul style="list-style-type: none"> • The ability to look critically at systems, policies, processes and procedures and to recommend and implement improvements. 	D	
	<ul style="list-style-type: none"> • The ability to set objectives to align with business strategy and vision 	E	
	<ul style="list-style-type: none"> • Takes pride in their work and are passionate about providing excellent customer service – you will go the extra mile and are able to inspire the same attitude in others 	E	

Candidate Screening

Does Rehabilitation of Offenders Act 1974 apply?	Yes
Disclosure and Barring Service check required?	Yes

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If yes, what level?	Basic
Is this a Politically Restricted Post?	No
Does this role have emergency responsibilities?	No Choose an item.

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Role Map

Behaviour	Level Required (1-4)
Shaping our Future	2
Leading our People	3
Delivering for our Customers	3
Making Change Happen	2
Team and Partnership Working	2
Communicating Openly	3
Performance Management	2

Please refer to the Council's Behavioural Framework for examples and indicators of the expected behaviour required at each level (this will be attached as a document to each job advert).

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Job Title	Team grade +	Duties/responsibilities with reference to behaviours	Probable Qualifications	Indicative Experience	Behaviours from role map						
					SofF	LourP	DfourC	MCH	Tand PW	CO	PM
Housing Team Leader Income	Resident Services W4	<ul style="list-style-type: none"> Meet behaviour targets for the role as set out in role map. Ability to perform areas of responsibility set out in the job profile and Person Specification. Understanding of the regulator for social housing and how they impact social landlords and local authorities Understanding of the Housing Ombudsman and how they impact local authorities 	Good standard of education ('A' level or equivalent).	At least 2 years relevant experience	2	3	2	2	3	3	2
Housing Team Leader Income	Resident Services W5	<p>As Above plus:</p> <ul style="list-style-type: none"> Has managed a team of officers Detailed knowledge of tenancy and ASB management and legislation Able to effectively handle the most complex cases with minimal supervision. 	Good standard of education ('A' level or equivalent) AND	At least 4 years relevant experience in a Housing Income Team Leader role or equivalent	2	3	3	2	3	3	2

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		<ul style="list-style-type: none"> Proven track record of mentoring and managing team supporting them with complex cases. Taking on additional management and specialist duties around tenancy and ASB management, such as, representing the Council on multi-agency groups. To actively manage service delivery, support colleagues and put forward and implement ideas for service improvements. To manage the development of initiatives to extend tenancy and ASB management Assist when required in the Council's out of hours Emergency Duty arrangements 	CIH professional qualification or equivalent training								
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<ul style="list-style-type: none"> Meet behaviour targets for the role as set out in role map. Ability to perform areas of responsibility set out in the job profile and Person Specification. 	Good standard of education ('A' level or equivalent).	At least 3 years relevant experience	2	3	2	2	3	3	2
As Above plus:	Good standard of education ('A' level or equivalent)	At least 5 years relevant experience in a housing	2	3	3	2	3	3	2

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<ul style="list-style-type: none"> • Detailed knowledge of homelessness and other related legislation • Able to effectively handle the most complex cases with minimal supervision. • Proven track record of mentoring and managing team Supporting them with complex cases. • Taking on additional management and specialist duties around homelessness and/or rough sleeping, such as, representing the Council on multi-agency groups. • To actively manage service delivery, support colleagues and put forward and implement ideas for service improvements. • To manage the development of initiatives to extend housing options and prevent homelessness. • Assist when required in the Council's out of hours Emergency Duty arrangements for homeless persons. 	<p style="text-align: center;">AND</p> <p>CIH professional qualification or equivalent training</p>	<p>options Team Leader role</p>							
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