

### Role Profile

<b>Role Title:</b>	Income Manager
<b>Department:</b>	Housing Operations - Income
<b>Role Purpose:</b>	<p>The purpose of this role is to maximise Midland Heart's income collection through the provision of a proactive and customer focused service. You will be responsible for supervising and motivating a team of office based Income Officers who are responsible for taking income related inbound calls, making outbound calls and authorising pending arrears actions.</p> <p>You will support the team on a daily basis ensuring that monthly coaching/one to ones are carried out. In addition, you will promote tenancy sustainability by ensuring that your team provide basic welfare and benefit advice over the phone and identify any support needs, as well as taking appropriate further action when necessary. You will be required to take customer calls during busy periods, and will also engage with customers at key stages of the arrears process to assist with income maximisation.</p>
<b>Reporting to:</b>	Strategic Dialler Manager
<b>Responsible for:</b>	Income Officers
<b>Disclosure level:</b>	Standard
<b>Role Level:</b>	<u>Frontline Manager</u>

<b>Key Role Responsibilities</b>	<p>To maximise the organisation's income by ensuring that the Team adhere to the escalation policy on Northgate, follow the pre-court protocol and the written income policies and procedures.</p> <p>To ensure customer calls are answered promptly, call queues are kept to a minimum and customer calls are returned within agreed timescales.</p> <p>To complete monthly coaching/one to ones using an agreed set pro-forma, which will form the basis of monthly one to one feedback.</p> <p>Listen to an agreed number of telephone calls for each officer, as a part of the monthly performance monitoring, and feed back to staff at one to ones. Also to identify any training needs necessary for members of your team and discuss them with the Strategic Dialler Manager.</p> <p>To answer customer calls during busy periods, or when short staffed.</p> <p>Ensure that all staff on the rota are logged on to the phone system ready to take calls. This includes approaching individual members of staff to challenge non-adherence.</p> <p>Liaise with external agencies such as Local Authorities, DWP, CAB, Support Workers and the County Court.</p>
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	<p>Train and mentor new staff.</p> <p>You will need to be able to advise your team and Midland Heart Customers on the elements of the Welfare Reform, and offer solutions to enable them to sustain their tenancy.</p> <p>Deputise for the Strategic Dialler Manager with regards to overseeing Dialler campaigns in their absence.</p> <p>Deputise for the Strategic Dialler Manager with regards to conducting back to work interviews with the team following a period of sickness absence, in their absence.</p> <p>Work flexibly within the requirements of the role. This may include working a shift pattern between 8.00am and 7.00pm for 6 days per week, Monday to Saturday. Your base will be where the majority of your team are located, but you will be required to travel regularly to other locations where your team is based.</p> <p>Ensure that adherence is given to the Data Protection Policy and Procedure, by you and your team.</p> <p>All staff have a responsibility to ensure any concerns are reported, which may include using the whistle-blowing policy and procedure where appropriate.</p> <p>Support Strategic Dialler Manager with annual and mid-year reviews.</p> <p>Also to identify any training needs necessary for members of your team and report them to the Strategic Dialler Manager.</p> <p>Attend and contribute to regular one to one meetings, annual and mid-year reviews with line manager.</p> <p>Develop and maintain professional relationships with customers and external agencies.</p> <p>Liaise with internal departments and external agencies to resolve any customer queries and concerns.</p> <p>Be responsible for the health, safety and welfare of yourself and others at work and to undertake the health and safety duties outlined in the Midland Heart Health and Safety Policy commensurate with this position.</p> <p>Observe Midland Heart's Code of Conduct and report any breaches to line manager.</p> <p>Attend any required internal and external training.</p> <p>Promote and uphold Midland Hearts policy on equal opportunities. To comply with reasonable management requests and undertake other duties commensurate with the grading of the post, as may be required from time to time.</p>
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<p><b>Education, Qualifications and Training</b></p>	<p>Minimum of 5 GCSEs or equivalent including Maths and English.</p>
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<p><b>Knowledge and Experience</b></p>	<p>A working knowledge of arrears collection procedures undertaken by housing associations and local authorities.</p> <p>To demonstrate a working knowledge of Microsoft office, a intermediate user of excel and case management systems.</p> <p>An in depth knowledge of creating and using spreadsheets to manipulate data.</p> <p>Knowledge of the recent changes to welfare reform including Under Occupation Charges, the Benefit Cap and Universal Credit.</p> <p>A working knowledge of the welfare benefit system and the ability to calculate entitlement to housing benefit and universal credit.</p> <p>Understanding of and commitment to the principles of equality and diversity.</p> <p>Knowledge of the Data Protection Act in relation to the storage of customer's personal details and in relation to giving information to external sources.</p> <p>Experience of negotiating and collecting debt.</p> <p>Experience of managing an Income collection team within a housing association or local authority.</p> <p>Experience of using a computer system to manage casework and monitor rent accounts, and experience of using excel spreadsheets to manipulate relevant data.</p> <p>Experience of communicating with people at different levels.</p> <p>Experience of managing a team and challenging poor performance.</p> <p>Experience of managing difficult situations and resolving conflict.</p>
<p><b>Role Specific Skills &amp; Behaviours</b></p>	<p>Strong people management skills, including managing and resolving conflict and poor performance.</p> <p>Be able to motivate and support a team.</p> <p>Be able to prioritise workloads.</p> <p>Possess excellent interpersonal skills, with the ability to communicate at all levels with both internal and external customers.</p> <p>Be able to work using own initiative to resolve problems.</p> <p>Have a diplomatic approach to problems and ability to handle difficult situations.</p> <p>A methodical, organised approach to work and self-motivation to complete tasks to the required quality and within timescales.</p> <p>Be committed to giving all customers a good quality service regardless of race, religion, sex, sexual orientation, age or disability.</p> <p>Behaviours must be in line with Midland Heart's Code of Conduct and the Behaviour and Standards Framework.</p>

	<p>A flexible approach to working patterns, with the flexibility to work between 8.00am and 7.00pm, Monday to Saturday.</p>
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Willing to travel to different locations to support your team/individuals at their office base.

Have a positive attitude and be approachable to staff and customers.