



Income & Service Charge Manager	
<b>Department:</b> Supported Housing	<b>Reports to:</b> Head of Supported Housing
<b>Direct Reports:</b> Income Officer: Income , Service Charge Officer, Apprentice Income Officer	
<b>Main Purpose of the Job</b>  <p>To lead, plan, develop and deliver a range of expert professional services within Income Management and collection. To support the development, management and delivery of Outward services. Manage staff responsible for service delivery / support within the service area. To ensure Outward maximises service outcomes in relation to cost through service charges, effective income &amp; arrears management.</p> <ul style="list-style-type: none"> <li>• To manage an efficient and effective rent and service charge collection and debt recovery service for Outward, including; preparation, presentation and administration of legal action to recover tenant arrears both current and former.</li> <li>• To ensure compliance with all statutory rules and regulations, with particular regard to issues of tenure and rent and service charge notifications.</li> </ul>	
<b>Responsibilities</b> <p>To ensure that systems are in place and adhered in order to ensure the smooth running of all income management and service charge processes.</p> <p>Responsible for the annual review of rents and service charges and ensure they are fully implemented within the required timescales and adhere to best practice and legislation.</p> <p>To ensure that systems are in place to accurately record service charge related expenditure and that annual service charge statements are produced for all tenants.</p> <p>To be responsible for the collection of rent and service charges and for carrying out debt recovery actions including the management of former tenants' arrears.</p> <p>Oversee and authorise where appropriate, all legal actions ensuring that court applications are prepared correctly, and that court appearances pertaining to rent arrears are well managed attending court where necessary.</p> <p>To provide line management support and supervision to the: Income Officer, Income Service Charge Officer and Apprentice Income Officer ensuring that performance is monitored and the necessary training is received.</p> <p>To be the lead liaison officer with Newlon Departments and other landlords in relation to income &amp; service charge management, delegating tasks to other team members where appropriate.</p> <p>Ensure that the arrears recovery team builds and maintains good working relationship with the relevant Local Authority Housing Benefit departments.</p> <p>Carry out regular audits of tenant arrears collection procedures to ensure that actions are being taken in line with policy and procedures; including former tenant arrears.</p>	

Identify arrears to be written off and produce write off request reports for approval by the Board and Senior Management Team.

Ensure a balanced and effective approach to arrears recovery, lead on special initiatives and research potential new recovery methods and contribute to the development of relevant policies and procedures.

Approve rent refunds and credits as requested by Income Officer.

Ensure that all rent queries, HB overpayments, welfare supplements and other financial requests are checked, approved and monitored

To ensure procedures and systems are in place to effectively consult with new and existing tenants and to encourage processes which give tenants a voice within the organisation and increase levels of tenant satisfaction.

Develop a resident centred approach to income management that seeks to sustain tenancies wherever possible.

To ensure the Housing Policy and Procedural Framework is updated and maintained in response to legislative changes and good practice requirements.

Assist on the production of monthly Key Performance Indicators and other data required by Outward's executive team, Board and partner landlords.

To lead on internal and external audits and ensure compliance with any Financial Regulations and Standing Orders.

Participate in setting budgets for the Department ensuring staff and other resources are effectively managed within the budget set.

To maintain a good working knowledge of electronic systems shared with Newlon and relevant to this role ensuring that staff managed obtain the required permissions and training to utilise them effectively.

To be expert in arrears management processes and service charge management keeping abreast of legislative changes and their implications for the delivery of a high quality supported housing service such as; tenure, welfare benefit reform, exempt accommodation status, Arrears Management, Service Charge Law and health and safety with reference to implications for service charges

#### **Scope/Additional Responsibilities**

- Promote and implement the Outward Equal Opportunities Policy in all aspects of the post holder's work and dealings with outside bodies.
- Comply with Outward's health, safety and welfare policy and contribute to good health and safety practice as appropriate.
- Attend training courses, conferences and meetings as required.
- To be available to attend occasional evening and weekends meeting and out of hours emergencies.
- Undertake any other duties commensurate with the general level of responsibility of the post as required by the Head of Supported Housing.

- To manage the recruitment, selection and induction of staff as agreed with the Head of Housing and in line with recruitment procedures
- To deputise for the Head of Housing as required.
- There will be changing responsibilities over time as Outward evolves to undertake new areas of work and expand its range of services. As these changes occur, this may result in the substitution of one function for another, the addition of new areas of responsibility, or changes to the way functions are carried out.

<b>Person Specification – Housing Operations Manager</b>	
<b>Essential Criteria</b>	<b>Desirable Criteria</b>
Good level of education (preferably to degree level or equivalent)	Educated to degree level
<b>Experience, Knowledge and understanding</b>	
2 years experience of staff management preferably gained in a social housing setting.	
Ability to motivate and develop others through personal commitment, persuasion and empowerment.	
Excellent working knowledge and understanding of relevant housing legislation and the current issues facing social housing and the ability to translate policy into practice.	
The ability to assimilate complex issues and information, make sense of it, and pass the understanding on to others.	
A commitment to delivering an excellent housing service that sustains tenancies and has a positive impact on a tenant's enjoyment of his/her home.	
Sound knowledge and practical experience of setting rent and service charges in a supported housing environment ensuring that income is maximised.	
Experience of income management including a working knowledge of housing benefit and arrears management and recovery.	
The ability to develop positive working relationships and work collaboratively with other Outward Departments and partner landlords.	
Proven financial management and budgeting skills.	
Experience of managing audit processes and outcomes.	
The ability to produce Key Performance Indicators and reports for the Outward's Executive Team and Board.	
Experience of using a variety of IT packages to their full advantage.	
The ability to create and introduce new systems, processes and procedures in order to bring about greater efficiency.	

Understanding of and commitment to equal opportunities in service planning, delivery and employment	
<b>Personal Qualities</b>	
Resilient with an ability to work under pressure.	
A high level of interpersonal skills and excellent communication skills.	
A high degree of integrity	
To think creatively, use initiative and finding practical solutions to problems	
To be an ambassador for Outward and act as a champion for core areas of the business	