

## JOB DESCRIPTION

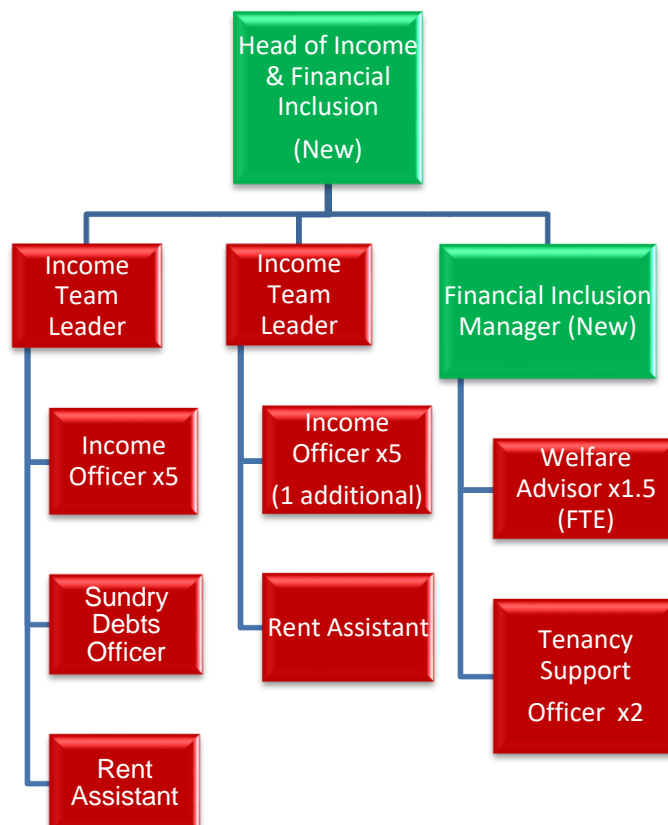
<b>Job Title</b>	Head of Income and Tenancy Sustainability
<b>Position Number(s)</b>	
<b>Department</b>	Housing Management
<b>Section or Service</b>	Income & Tenancy Sustainability
<b>Grade</b>	HMgn121 £48,800 to £66,000

## DESIGNATION:

<b>Responsible to:</b>	Assistant Director Neighbourhoods
<b>Employees directly supervised (if applicable):</b>	Income Team Leader x2 Financial Inclusion Manager

### Family Tree:

*Indicate by means of a diagram the position of job within the organisation or attach an organisation chart.*



## **1. JOB PURPOSE:**

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- You will lead both the income recovery and financial inclusion service by developing high performing and motivated teams with a strong emphasis on customer service.
- You will be responsible for maximising income in all areas (rents, service charges, former tenant arrears, sundry debts and by ensuring that there is a focus on prevention and early intervention our residents and their experience of the service fairness and transparency compliance with legislation, data governance, regulatory standards, internal processes and protocols
- You will also be responsible for developing and implementing the RBKC Housing Management Financial Inclusion offer.

## **2. DESCRIPTION OF DUTIES:**

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- To be the operational lead for all RBKC Housing Management rental income and financial inclusion activities.
- To set targets for income recovery and to ensure that they are closely monitored, and that appropriate interventions are made.
- To ensure that recovery action is proportionate, timely and complies with RBKC policy and procedures, and best practice.
- To provide performance reports suitable for a variety of audience including commentary and analysis as appropriate
- To provide professional advice on income management and related matters so that key decisions are taken with full knowledge and risks are mitigated.
- To provide strong motivational leadership to the Income and Financial Inclusion Team by developing and embedding a performance culture, emphasising high standards, professionalism and fairness.
- To develop a financial inclusion strategy with an emphasis on preventing / reducing debts and homelessness, employment, training, and resilience building by utilising both national, RBKC and community initiatives.
- To work collaboratively across RBKC departments and the voluntary sector as appropriate to secure both the best outcomes and maximising opportunities for residents.
- Develop innovative projects and strategies in conjunction with the Resident Engagement and Partnerships team to deliver relevant and meaningful support for residents.

- To plan campaigns and produce publicity to promote financial inclusion. For example, supporting the take up of benefits and grants, promoting methods of payment and the debt advice service
- Engage residents in service planning, delivery and review and to ensure that their views and aspirations are properly reflected.
- Promote genuine equality and diversity in all aspects of governance, staff management and service delivery.
- Keep abreast of relevant changes in legislation, good practice and policy, initiating changes as required.
- Foster a culture of learning from good practice, working with partners in similar organisations to continuously improve services to our customers.

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**I agree to the above job description**

**Post Holder**.....

**Date**.....

**Head of Service**.....

**Date**.....

### **3. DIMENSIONS:**

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**Quote figures which give a picture of the job as follows:**

**(a) Annual budgetary amounts with which the job is either directly or indirectly concerned**

**(b) Any other statistics relating to the work**

Responsible for income collection on a rent roll of approximately £50m

Responsible for a salaries budget of £900 000

Providing income recovery and financial inclusion services for up to 9 000 Council tenants

The role will involve the attendance at evening meetings and occasional weekend events.

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**I agree to the above job description**

**Post Holder.....**

**Date.....**

**Director / Chief Officer.....**

**Date.....**

## SELECTION CRITERIA/PERSON SPECIFICATION

<b>Job Title:</b>	Head of Income & Tenancy Sustainability
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### Conditions to Note:

### Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

### Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

### Values & Behaviours

The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours. Candidates applying for managerial/leadership roles should also demonstrate two additional leadership behaviours.

<b>A</b>	<b>Equal Opportunities</b> Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.
<b>B</b>	<b>Qualifications</b>  <b>Essential:</b> <ul style="list-style-type: none"> <li>• Evidence of a degree level qualification or equivalent/ evidence of continuing professional development</li> <li>• Experience of managing an income recovery function in a social housing environment</li> <li>• Experience of managing / designing support services</li> <li>• A minimum of 2 years' experience of managing teams at a senior level</li> </ul> <b>Desirable:</b> <ul style="list-style-type: none"> <li>•</li> </ul>
<b>C</b>	<b>Skills; Experience and Attitude</b> <ul style="list-style-type: none"> <li>• Track record of successfully leading and developing high performing teams</li> <li>• Significant experience of income recovery and financial inclusion in a social housing setting</li> <li>• Experience of working with residents and other stakeholders to successfully co design and improve services</li> <li>• Track record of building productive relationships with a variety of stakeholders</li> </ul>

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|  | <ul style="list-style-type: none"><li>• Experience of setting and managing budgets effectively</li><li>• Experience of successfully using digital technology in service development</li><li>• Excellent interpersonal skills with a 'can do' attitude</li><li>• Able to problem solve and innovate</li><li>• Ability to work to tight timescales</li><li>•</li></ul> |
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Our Values & Behaviours	
D	<p><b>PUTTING COMMUNITIES FIRST</b></p> <ul style="list-style-type: none"> <li>• We put local people at the heart of decision making in everything we do.</li> <li>• We seek to include and involve: all voices matter.</li> <li>• We provide quality services that are responsive, effective and efficient.</li> </ul> <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> <li>• I actively involve and include the communities that I serve in my work.</li> <li>• I shall reflect the views of the communities in my daily work.</li> <li>• I shall improve the service I provide through seeking feedback from others.</li> </ul> <p>Our residents will feel that:</p> <ul style="list-style-type: none"> <li>• I have been included</li> <li>• I can see how my views have been taken into account</li> <li>• I can see improvements and developments based on my input</li> </ul>
E	<p><b>RESPECT</b></p> <ul style="list-style-type: none"> <li>• We listen to everyone and value the personal experiences of people in our communities and of each other.</li> <li>• We adopt a fair, and involving approach regardless of any way in which an individual is different to us.</li> </ul> <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> <li>• I adapt my approach to take account of all differences and cultures in the community and with colleagues.</li> <li>• I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves.</li> <li>• I communicate in a way that is respectful, encourages involvement and meets people's needs.</li> </ul> <p>Our residents will feel that:</p> <ul style="list-style-type: none"> <li>• I feel my culture and background are respected.</li> <li>• I have confidence that action is being taken.</li> <li>• I feel I am being treated fairly.</li> </ul>
F	<p><b>INTEGRITY</b></p> <ul style="list-style-type: none"> <li>• We act with openness, honesty, compassion, responsibility and humility.</li> <li>• We let people know what we are doing and communicate why and how decisions have been made.</li> </ul> <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> <li>• I demonstrate empathy in my interactions with others.</li> <li>• I am honest and transparent about the decisions I take.</li> <li>• I follow through on the actions I say I will take and take ownership for communicating the outcome.</li> </ul> <p>Our residents will feel that:</p> <ul style="list-style-type: none"> <li>• I am told when something is not possible and the reasons why are explained to me.</li> <li>• I feel my perspective is listened to and understood.</li> <li>• I feel my views are valued.</li> </ul>

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### WORKING TOGETHER

- **We work together and in partnership with everyone that has an impact on the lives of our residents.**
- **We want to understand, learn from each other and continually adapt.**

The following examples are indicators of effective behaviour:

- I work with others to provide an effective service for residents, local communities and other departments within the Council.
- I seek ways to work with other departments to deliver a seamless service and find opportunities to improve.
- I seek out opportunities to learn from my colleagues and build on good practice.

Our residents will feel that:

- I can get my issue resolved without being passed around departments.
- I find it easy to access the services that I need.
- I feel the Council is open to new ideas.