

Job Description

Income Manager - Temporary Accommodation

Job Details	
Grade	D (consultation grade - subject to formal evaluation under the Pay Equity/Review)
Job Evaluation Number	A136
Number of Posts	1
Directorate	City Housing
Division	City Housing Services and Support
Department	Temporary Accommodation
Service Area	Income Collection
Reporting to	Strategic Lead

Strategic statement about Birmingham City Council

1.0 Portfolio Responsibilities

Leading teams to ensure General Fund income collection is maximised. In accordance with appropriate legislation, policy, procedures and service/trade standards.

2.0 Key Responsibilities (WHAT DO WE EXPECT THIS ROLE TO ACHIEVE)

Developing and monitoring work plans for the service team(s) of assigned areas of responsibility.

Liaising with other Income Managers across The Council to maintain uniformity and consistency of approach to management and service delivery

Ensuring business continuity for operational management activities within the service for planned or unplanned events or absences.

Managing service teams to deliver optimum performance in the delivery of income related services.

<p>Preparing and presenting statistical information and written reports on the performance for the service team for performance review and governance .</p>
<p>Promoting financial and digital inclusion and benefit take up, to maximise income within the General Fund and wider Council.</p>
<p>Contributing to the development of policies within the Temporary Accommodation Income Team and wider Division.</p>
<p>Participating in induction training and other courses to include the preparation and presentation of sessions.</p>
<p>Adhering , implementing and promoting all City Council and Departmental policies.</p>
<p>Assisting in the training of staff and mentoring within the team. To work with managers and assist in achieving corporate objectives and to contribute to initiatives, including working on projects.</p>
<p>Responding to unneeded service enquiries from stakeholders such as customers, MPs and Councillors in accordance with published service standards.</p>
<p>Managing and supervising employee relations issues within the service team(s) in areas assigned responsibility. This could include staff recruitment and selection, management of absence, staff development, investigations, disciplinary matters and welfare counselling.</p>
<p>Responding to audits in a timely manner and implementing recommendations to ensure strict adherence with policies and procedures.</p>
<p>Ensuring that the team is managed effectively and appropriately within the City Council policies and procedures.</p>
<p>Maintaining , effective relationships including the HRA Rent Service, Quality and Complaints team, the Benefit Service and Legal Services. Ensuring that services carried out are to standard and within agreed budgets.</p>
<p>Reviewing , recommending or approving for authorisation in accordance with Financial Regulations "write-off s" for General Fund debts.</p>
<p>Managing supervising and reviewing service activity to ensure that performance meets requirement within relevant service level agreements.</p>
<p>Supervising service team(s) to deliver one or more business processes such as visits or legal sanctions</p>
<p>Executing and supervising targeted campaign work carried out by service teams.</p>
<p>Promoting and adhering to the City Council's Equality policy.</p>

Ensuring that all practices that are carried out are within the requirements of Data Protection Act 2018 to include GDPR legislation rules.
Assisting in the promotion of the City Council's sustainability strategy.
Undertaking other duties that are commensurate with the nature and grade of the post as directed.

3.0 Management Responsibilities (excludes those who are INDIRECTLY supervised i.e., through others)

Post Title	Post Title - Grade - Number of Posts	Number of Posts
Temporary Accommodation Senior Income Officer	Temporary Accommodation Senior Income Officer - 4 - 2	2
Temporary Accommodation Income Officer	Temporary Accommodation Income Officer - 3 - 5	5

Special Conditions

Is Safeguarding Check needed?	
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Person Specification

Essential Criteria

Method of Assessment (M.O.A): Application Form; Work Based Exercise; Interview; Qualifications; Presentation		
Experience		Manage and oversee income collection and arrears recovery for temporary accommodation properties.
Experience		Manage work planning including the setting of priorities. Develop and implement effective income management strategies to maximize revenue and minimize arrears.
Experience	AF/I	Able to effectively manage employees including employee relations.

Experience		Manage workforce experience, including management of staff , organisadon of work and priorides.
Experience	AF/I	Communicate eff ecdvely with stakeholders, including landlords, tenants, and external agencies, regarding income ma:ers.
Experience		Manage, track and improve performance of team
Experience	AF/I	Able to implement organisadonal change.
Skills		Able to fulfil all spoken aspects of the role with con;dence using the English Language. With reference to the being required by Part 7 of the Immigradon Act 2016.
Skills	AF/I	Able to prepare presentadons to Elected Members, Chief OHcers and Senior Management. Excellent wri:en and verbal communicadon skills.
Skills		Understand and analyse ;nancial data and produce regular income reports for management review.
Skills		Able to consistently produce accurate work and analyse stadsdcal data.
Skills	AF/I	Able to understand City Council services together with wider regional and nadonal issues/priorides.
Skills	AF/I	Support and apply the Councils Equality Policy and other relevant policies and strategies.
Skills	AF/I	Able to produce accurate and dmely performance informadon within the service.
Educadon	AF/Q/WBE	Able to demonstrate a good standard of pro;ciency in Maths and English
Training		Manage training needs and deliver training as appropriate.

As a Disability Confident Committed Employer, we take positive action to ensure people living with a disability or a long-term health condition feel supported, engaged, and able to fulfil their potential in the workplace. People with a disability telling us on their application form they wish to participate in the scheme and who can then demonstrate in their application that they meet the essential criteria for the role will be shortlisted and offered an interview.

Safeguarding

Everyone has a responsibility to safeguard the welfare of children, young people, and adults at risk, whatever the role of the individual, or Birmingham City Council service or Directorates they work in. Birmingham City Council will work with the appropriate statutory bodies when an investigation into child abuse or a safeguarding adult's investigation is necessary.

The Council is committed to safe recruitment practices and recognises that this fits into an overall corporate approach to safeguarding across a range of functions that need to operate together in order to be effective. This applies to employees, volunteers, work placements, elected members, licencing, school transport arrangements and any other regulated positions.

The Council's safe recruitment process includes pre-employment vetting which involves establishing full employment histories; proof of identity; satisfactory references; health assessment; checks of qualifications; asylum and immigration checks; and criminal record checks with the Disclosure and Barring Service.

The Council's website will contain links to the current versions of safer recruitment policies that are in force.

In line with this, everyone has an overarching responsibility for safeguarding and promoting the welfare of all children/young people and adults in the area.

- Work in a way that prevents and protects service users from abuse;
- To be aware of the signs of abuse or neglect;
- Recognise the signs of abuse and neglect; and
- Record and report any concerns or incidents.

Record and report any concerns or incidents.

At Birmingham City Council (BCC), we are committed to creating an environment and culture that promotes equality, diversity, and inclusion; making sure BCC is a place for people to be their best, authentic selves. We welcome applications from people of all backgrounds, including those with caring responsibilities and flexible working options will be considered. We are building up our vibrant staff networks for peer-led support, with safe spaces for those who need it and offer access to our talent programmes to support everyone in reaching their aspirations and fulfilling their potential.