

## **JOB DESCRIPTION**

**JOB TITLE: Income Manager**

**JOB NO: PH0238XV**

**GRADE: GR5**

**DIVISION: Revenues and Benefits**

**NO OF POSTS: 1**

**SECTION: Rent Service**

POST REQUIRES POLICE / CRIMINAL RECORDS BUREAU CLEARANCE: NO

### **1.0 JOB PURPOSE**

1.1 To have responsibility for the day to day management of the Revenue and Collection Section which includes Rent Control, Income Team and Sundry Debt, ensuring the correct monitoring, raising and reconciliation of rent debit and other service charges.

1.2 To have a leading role in the annual Rent Variation task.

1.3 Maintain relationships with all other parts of the Housing function and assume overall responsibility for 1 GR4 and 13 GR3s

### **2.0 DUTIES AND RESPONSIBILITIES**

2.1 Ensuring all activities are undertaken within approved budgets and in accordance with **Council's Standing Orders and Financial Regulations**.

2.2 Co-ordination and control over the raising of rent debits, service charges and the processing of invoices for payment

2.3 Ensuring the prompt dispatch of rent/rent variation notices

2.4 To control the sorting, balancing, posting and distribution of payments from multiple sources, together with resolving and posting from suspense accounts

2.5 Monitoring of both staff and functions of the section to ensure effective delivery of services

2.6 To review and update the practices and procedures including those imposed by policy or legislation

2.7 Ensuring the correct monitoring, raising and reconciliation of rent debit, service charges and invoices

- 2.8 Day to day performance monitoring and supervision of staff including management of leave, sickness records, conduct return to work interviews, attendance review meetings and put into place Attendance Improvement Plans when necessary, ensuring that compliance with **Birmingham City Council's Managing of Sickness Absence Procedure**.
- 2.9 Carry out appraisals, monthly one- to-ones and develop training plans.
- 2.10 Training and induction of new staff including apprentices, trainees and work placements
- 2.11 Chair regular team meetings
- 2.12 Supervise, quality assure and monitor compliance of the work and case management of line reports and take appropriate action to address gaps in quality and performance.
- 2.13 Where appropriate, undertake disciplinary action and respond to grievances in line with BCC policy and procedures.
- 2.14 Maintain all staffing records as appropriate ensuring that all records are up to date and recorded on corporate systems
- 2.15 Ensure Health safety and wellbeing of employees in line with the Councils Health and Safety Policies and procedure

**OBSERVANCE OF THE CITY COUNCIL'S EQUAL OPPORTUNITIES POLICY WILL BE REQUIRED**

### 3.0 SUPERVISION RECEIVED

3.1 SUPERVISING OFFICER JOB TITLE: Operations Manager, Rent Service

JOB NO: **MR0570XV**

3.2 LEVEL OF SUPERVISION

1. Regularly supervised with work checked by supervisor.
2. Left to work within established guidelines subject to scrutiny by supervisor.
3. Plan own work to ensure the meeting of defined objectives.

### 4.0 SUPERVISION GIVEN (excludes those who are INDIRECTLY supervised i.e. through others)

POST TITLE	GRADE	NO OF POSTS	LEVEL OF SUPERVISION*
Finance Controller	4	1	2
Income Assistants	3	6	2

\*Use 1,2 or 3 as in 3.2

### 5.0 SPECIAL CONDITIONS

DBS check required for the post	Yes		No	x
Level of check required				
Standard				
Enhanced				
Enhanced with barred list check - Adults				
Enhanced with barred list check - Children's				
Enhanced with barred list check – Adults & Children's				

<b>Date: 18.05.23</b>	<b>Name: Diane Jones</b>	<b>Signature:</b>
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**Person Specification**

**Post:** Income Manager

**Grade:** GR5

**Division:** Revenues and Benefits

**Section:** Rent Service

**Directorate:** Digital and Customer Services

**Method of Assessment (M.O.A.) A.F. = Application Form; I = Interview;  
T. = Test or Exercise; C. = Certificate; P. = Presentation.**

CRITERIA	ESSENTIAL	M.O.A.
<b>Education/Qualifications</b> NB: Full regard must be paid to overseas qualifications.	Minimum English and Maths O Level/GCSE pass	AF
<b>Experience</b> (Relevant work and other experience)		AF/I
<b>Skills &amp; Ability</b> e.g. written communication skills, dealing with the public etc.	<p><b>Able to speak an appropriate standard of spoken English as covered by Part 7 of the Immigration Act (2016)</b></p> <p><b>Ability to understand and operate revenue collection systems, together with an understanding of procedural requirements</b></p> <p><b>Understanding of the financial procedures required to operate a revenue collection system</b></p> <p><b>Able to prepare and provide management reports including appraisals, as required</b></p> <p><b>Manage and supervise the teams and the work, and contribute to their development and training</b></p> <p><b>Able to understand complex regulations and ensure their implementation</b></p> <p><b>Strong written and verbal communication skills and the ability to apply these through a range of media to internal and external audiences with differing needs.</b></p> <p><b>Ability to work independently and as part of a team with a proactive, problem solving approach.</b></p> <p><b>Ability to use and interrogate IT equipment and able to use packages such as Microsoft Word, Excel, PowerPoint</b></p> <p><b>Ability to build and sustain working partnerships and relationships within and across organisational boundaries including external providers.</b></p> <p><b>Understanding of and ability to comply with relevant legislation, including health and safety and equality in service delivery, service provision and employment.</b></p> <p><b>Ability to prioritise, implement and monitor work with conflicting priorities in line with targets and objectives in a pressurised environment</b></p> <p><b>Ability to analyse data and legislation to inform service delivery</b></p> <p><b>Ability to work with people in challenging circumstances and to maintain a calm and professional approach in difficult situations</b></p> <p><b>Ability to manage resources</b></p> <p><b>Excellent planning and organising skills</b></p>	<p>I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>I</p> <p>AF/I</p> <p>AF/I</p>

CRITERIA	ESSENTIAL	M.O.A.
Training	Willingness to undertake training as necessary to perform duties to a high standard.	
Other		

All staff are expected to **understand** and be **committed** to Equal Opportunities in employment and service delivery.

Date:	Name:	Signature:
Date reviewed:	Name:	Signature: