

DARLINGTON BOROUGH COUNCIL
ECONOMIC GROWTH AND NEIGHBOURHOOD SERVICES

JOB DESCRIPTION

<u>POST TITLE :</u>	Senior Housing Income Advisor
<u>PAY BAND :</u>	Band 9
<u>JOB EVALUATION NO.</u>	E3466
<u>REPORTING RELATIONSHIP</u>	Housing Team Leader – Income Management
<u>JOB PURPOSE :</u>	<ol style="list-style-type: none">1. To manage the day to day operations for the Income Management Advisor, Administration and Accounts functions, within performance standards2. To deputise for the Housing Team Leader – Income Management, undertaking staff management duties
<u>POST NO.</u>	POS006594
<u>PDR COMPETENCY FRAMEWORK</u>	Level 2, Core Management Competencies for all managers

MAIN DUTIES/RESPONSIBILITIES

1. To support the Housing Team Leader – Income Management in all aspects of the organisation, administration and management of Housing Income Management Services, deputising in the Team Leader's absence. To represent Housing Services as required.
2. To ensure compliance of policies and procedures, ensuring the provision of high quality Housing income, administration and accounts services.
3. To provide a consistently outstanding service that demonstrates Housing Services corporate values and makes a difference to resident's lives.
4. To manage the day to day delivery of the Income Management Advisor, Administration and Accounts functions, including:
 - Ensuring Housing Income Advisors provide Income Management Officers with appropriate support in relation to rent recovery actions.
 - Ensuring appropriate rent recovery actions are taken in line with procedures and that debts are accurately recorded and pursued.
 - Ensuring affordable and regular rent payment plans are negotiated with tenants, monitoring compliance with arrangements.
 - Ensuring appropriate advice and support is provided to tenants on Universal Credit and other benefits, and that tenants understand their obligations to pay their rent on time.
 - Ensuring sundry debts and former tenant arrears cases are raised and recovered in line with procedures.
 - Ensuring Right to Buy applications, annual leaseholder invoices and Northumbrian water payment schedules are processed in line with legislation and internal procedures.

5. To provide a prompt and high quality advice service to potential and current Housing Services customers:
 - To personally deal with and aim to resolve all enquiries received at the first point of customer contact.
 - To act as the first point of contact for all escalated customer complaints and enquiries, aiming to resolve these without resorting to the formal complaints process.
 - To act as the first point of contact for all staff enquiries and complex cases.
 - To deal with e-mails and other correspondence.
6. To manage and support staff in undertaking their duties, ensuring positive, effective and responsive two-way communications, leadership, guidance, direction and development, including:
 - Active communications and consultations with staff.
 - Motivating, guiding and developing staff.
 - Undertaking regular one to one meetings with staff, at least monthly.
 - Carrying out the Council's Performance Development Review (PDR) process within the Council's timescales.
 - Setting staff performance objectives and targets.
 - Reviewing staff performance and development.
 - Dealing promptly and effectively with routine grievance, disciplinary, sickness and other staffing matters.
 - The recruitment of new staff.
 - Manage staff working from home and from the office.
7. To ensure that staff can carry out their duties by providing prompt and effective training and coaching, ensuring knowledge, skills and capabilities match business and customer needs.
8. To deliver and develop services with a wide range of internal and external partners such as Social Care services, Government departments, Courts, Enforcement Agents, CAB and other statutory and voluntary organisations, to resolve enquiries.
9. To produce and analyse performance reports and develop actions plans to ensure top performance is achieved and maintained.
10. Ensure that the PDR process operates effectively within your team and end of year reviews are completed and submitted to the Council's timescales.
11. Manage your team in line with all the Council's policies and procedures and ensure that employees are aware of their obligations under these.
12. Behave according to the Employees' Code of Conduct and ensure that employees in your team are aware of their obligations and responsibilities re. conflicts of interest, gifts, hospitality and other matters covered by the Code.
13. Ensure that the Council's Equality agenda is implemented effectively in your team and to carry out your duties as a [manager / supervisor] and employee in line with these.
14. To fulfil your health and safety management role as detailed in both Corporate and Group Health and Safety Policies, organisational statements and procedures to ensure a safe working environment for yourself, members of your team and others who may be affected by your team's activities.
15. Any other duties of a similar nature related to this post that may be required from time-to-time.
16. Darlington Borough Council and schools within the Borough are committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.

17. This post is deemed to be a 'Customer Facing' role in line with the definition of the Code of Practice on the English language requirement for public sector workers.
18. This post is subject to a standard disclosure. The successful applicant will be subject to the relevant vetting checks before an offer of appointment is confirmed. Following appointment the employee will be subject to rechecking as required from time to time by the Council.

Date: June 2020

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SENIOR HOUSING INCOME ADVISOR
ECONOMIC GROWTH AND NEIGHBOURHOOD SERVICES
POST NO. POS006594

All appointments are subject to satisfactory references.

Criteria No.	Attribute	Essential (E)	Desirable (D)
	Qualifications & Education		
1	NVQ level 4 in Administration, Housing or a relevant service		D
2	Chartered Institute of Housing Professional qualification		D
	Experience & Knowledge		
3	Experience of managing front-line operational services in a busy challenging environment	E	
4	Approximately 3 years' experience of working in a housing environment or relevant field relating to rent collection and recovery	E	
5	Effective working knowledge of Housing legislation and local Housing policies	E	
6	Experience of interpreting legislation, policy or procedures to give recommendations and advice	E	
7	Experience of working on Orchard Housing system		D
	Skills		
8	Ability to give senior management accurate and up to date advice, information and support on Housing income management and administration issues	E	
9	Ability to demonstrate effective organisational skills	E	
10	Ability to supervise and lead staff, including giving motivation, advice, guidance and managing performance development	E	
11	Ability to work under pressure and prioritise / delegate work to meet deadlines and targets	E	
12	Ability to communicate complex information effectively, monitor understanding of others, develop approach and take corrective action as required	E	
13	Ability to communicate effectively both verbally and in writing to a wide range of audiences including delivering presentations as appropriate to tenants or similar groups, senior management teams and representative groups	E	
14	Ability to draw logical and accurate conclusions from complex information whilst also identifying sound and effective solutions to a variety of different problems	E	
15	Ability to understand the needs and perceptions of clients, handling difficult situations sensitively and negotiating appropriate outcomes	E	
16	Ability to use initiative and make decisions outside immediate policy and procedure, and without reference to a manager	E	
17	Ability to monitor and review reports, policies and procedures	E	

18	Ability to undertake the financial requirements of the role	E	
19	IT literate, with experience across MS Office, particularly MS Word and MS Excel	E	
Personal Attributes			
20	Flexible approach to working arrangements and have the ability to relate to and work effectively with a wide range of people	E	
21	Reliable and self-motivated and work purposefully in partnership with service users and professional colleagues	E	
Special Requirements			
22	Satisfactory standard disclosure	E	
23	The ability to communicate at ease with customers and provide advice in accurate spoken English	E	