



Job Title: Financial Inclusion Manager
Grade: Y7
Reports To: Senior Manager - Income Advice and Collection
Responsible for: Financial Inclusion Team

Key job element:

- To be the lead for welfare reform, ensuring the business is kept informed and responds positively to legislative and regulatory guidance within the sector.
- Manage and motivate the Financial Inclusion Team, ensuring business processes are followed to deliver a quality service which maximises the income of YHN tenants through the delivery of benefit and low-level debt advice
- Committed to delivering and developing a service of customer excellence.
- Manage and develop individuals fairly and respectfully in line with YHN values, standards and organisational goals.
- Develop and sustain a performance focused culture, by contributing towards the setting of objectives for service. Ensure targets are successfully achieved and budgets are met. Monitor team performance, identifying improvements for individuals and business processes, escalating findings as appropriate.
- Work collaboratively with colleagues across the business to ensure the delivery of joined up services.
- Support the Senior Manager Income Advice and Collection in reviewing legislation changes that affect welfare reform and implement internal policies and procedures.
- Actively contribute to regular reviews of the income collection service to identify efficiencies and continually improve the service provision.
- Play an active role in developing internal and external relations to build constructive relationships which make it easier to do business with while promoting the services within YHN.
- Lead and manage the administration and access of the DWP Landlord portal
- Ensure the team follow agreed business processes, adhering to statutory and regulatory policies and frameworks relating to safeguarding, health and safety and equality and diversity.
- Committed to delivering and developing a service of customer excellence.
- To carry out specific roles and assignments and such other duties as appropriate in the role.
- Ensure the Financial Inclusion Team follow agreed processes, adhering to statutory and regulatory frameworks relating to Equality and Diversity, Data Protection and Health and Safety.

Person Specification:

This area focuses on skills/ knowledge required in the role.

Essential Criteria

- Educated to degree level or can evidence working experience to a level of knowledge and application that would satisfy a graduate standard.
- Demonstrable knowledge of social housing, the benefit system and debt advice.
- Experience of interpreting contemporary issues, policies and practice relating to income collection and welfare reform.
- Experience of producing and presenting reports to a wide range of audiences including senior

management, board, committees and other interested stakeholders.

- Experience of developing approaches to improve services, in line with business priorities.
- Experience of successfully managing and motivating a team.
- Experience of solving complex issues with customers.
- Suitability to work with vulnerable client group
- Proven ability to work collaboratively, with a proactive approach to involving stakeholders, both internal and external to the organisation.
- Experience of delivering services on target and within budget.
- Customer focused, with excellent communication skills, both verbal and written.
- Attention to detail, with the ability to deliver to strict deadlines and manage conflicting priorities.
- Committed to the principles and requirements of the Equality Act, Safeguarding policy and Dignity at Work policy

Desirable Criteria

- Ability to work with vulnerable client group
- Proven track record of managing a high-quality customer service function, preferably within a housing service.

- All employees are expected to be flexible within the scope of the role

Your Homes Newcastle's Core Values play an integral part in determining our culture going forward and ensuring a progressive, sustainable and healthy working environment for our staff. Our values, practices and behaviours are at the heart of this and how our staff do things is as important as what we do.

*Our values are **Be Ready, Be Amazing, Be Revolutionary, Be Energetic.***

*It is no coincidence that our values spell out the word **RARE**. We want YHN to be known as "unusually good or remarkable" and an organisation with people that "stand out from the rest".*

We expect our people to demonstrate the following behaviours:

Be ready - together we're prepared for anything:

This value is about being "prepared, willing, eager and prompt".

The behaviours we expect are:

- Take responsibility to keep up to date
- Take ownership
- Make best use of time and resources
- Own your development and that of others
- Work as one team cooperatively
- Be prepared to contribute
- Be organised and on time
- Share information, knowledge and good practice
- Be adaptable and flexible

Be amazing – we'll exceed expectations

This value is about being “passionate, impressive, excellent and progressive”.

The behaviours we expect are:

- Care about people and YHN
- Take pride in what you do
- Behave with sincerity and integrity
- Be your best and inspire others to be theirs
- Do right by our customers
- Have a desire to make things better and improve lives
- Be an advocate for YHN
- Learns from mistakes

Be revolutionary – have courage and be bold

This value is about “leading the way, involvement in change, engagement, being radically new or different and being creative”.

The behaviours we expect are:

- Prepared to be different
- A positive influence on others
- Consider and think of imaginative solutions
- Decisive and unafraid to do what's best
- Prepared to challenge constructively
- Open-minded, tries to say 'yes' more than 'no'
- Supports and promotes change

Be energetic – making every day count

This value is about “vitality, being interested, keen, inspirational and motivated”

The behaviours we expect are:

- Passionate in all you do
- Is up for the task
- Celebrates achievements
- Is able to “bounce back”
- Is motivated and enthusiastic
- Challenges poor performance and negative attitude