



WEST LANCASHIRE BOROUGH COUNCIL

JOB DESCRIPTION

Directorate:	Housing and Inclusion Services
Service:	Housing Operations
Section:	Income Management and Financial Inclusion Services
Job Title:	Team Leader - Income Management
Grade:	PO1
Designated Line Manager:	Income and Financial Inclusion Manager
Directly Responsible for:	Income Management Officers Income Management Assistants Recharge Recovery Officer Former Tenant Recovery Assistants Income and Financial Inclusion Support Assistant
Car Categorisation of Post:	Essential
Purpose of Job: <ul style="list-style-type: none"> • To maximise income collection and debt recovery; • To monitor individual and team performance and ensure that performance targets for income collection and debt recovery are achieved; • To provide support and guidance for officers managing and recovering income. 	
Core tasks: <ol style="list-style-type: none"> 1. Manage the day to day service provision and work activities of the team who collect and recover income – including rent, recharge and former tenant collection and recovery and deploy resources and co- ordinate workloads across the team as required; 2. Monitor and manage day to day performance and targets for the team and individuals and assist the Service Manager with reviewing and setting future targets; 3. Conduct regular reviews of work and activity through 121 and team meetings, and assist with the completion of annual learning and development reviews and appraisals; 4. Provide support and direction to officers with cases that require court attendance; approving legal action including possession and warrant applications, ensuring all actions and processes have been followed making court submissions for orders and warrants and, when necessary, representing the Council at Court and at evictions; 5. Liaise with the Council’s Solicitor and Court Bailiff to co-ordinate appeals, evictions and suspension hearings; 6. Work in partnership with the Financial Inclusion Officer and Money Advisors to support tenants and ensure that all preventative work is carried out before agreeing to proceed with enforcement recovery action; 7. Assist the Service Manager with the Annual Service Action Planning process and creation and implementation of any service plans including best practice and value for money initiatives; 	

8. Liaise with all relevant Council services and external agencies to ensure that arrears prevention work is a priority consideration. Developing positive relationships across all services and agencies to ensure excellent customer service;
9. Co-ordinate and oversee the direct debit scheme, payment methods, rent statements and activities associated with payment methods and communications relating to income recovery and rent accounts;
10. Co-ordinate tasks and activities associated with year- end processing within the Income Team, and assisting in the overall delivery and ensuring testing, timescales and communication is timely;
11. Liaise with relevant Council services to ensure financial control systems and payments are correctly credited and posted to tenants rent accounts;
12. Contribute to the continual delivery of efficiencies and value for money for the service;
13. Deputise for the Service Manager when required.

Customer Care: To meet the Council's Standards of Customer Care at all times.

Core Tasks: To undertake any other duties which may be required within the needs of the service that are commensurate with the grade.

Equal Opportunities: The Council is committed to achieving equality of opportunity both in the delivery of services to the community and its employment arrangements. We expect all employees to understand and promote our policies in their work.

Health & Safety: All employees have a responsibility for their own health & safety and that of others while undertaking their duties. Employees have a general duty to assist the Council in implementing its general statement on health & safety policy.

Legislation: To comply with Data Protection legislation and all other relevant and applicable statutory legislation together with Council policies and procedures

Training & Development: To comply with the Council's policies and practices relating to training and development, including a regular development appraisal.

The above duties and responsibilities do not include or define all tasks, which may be required to be undertaken by the post holder. The duties and responsibilities may vary without changing the general character of the duties or the level of responsibility entailed. These factors are reflected in the grading of the post.

Prepared by:	Jane Maguire	Date:	April 2019
Approved by:	Leigh MacFarlane	Date:	April 2019