



WEST LANCASHIRE BOROUGH COUNCIL

PERSON SPECIFICATION

Job Title: Team Leader - Income Management	Grade: PO1	
Directorate: Housing and Inclusion Services	Section: Income Management and Financial Inclusion Services	
Service: Housing Operations		
Requirements <i>(on the basis of the job description)</i>	Essential (E) or Desirable (D)	To be identified by: application form (AF), interview (I), test (T), presentation (P)
Qualifications		
5 GCSEs or (equivalent level of education), including Maths and English at Grade C or above	E	AF
Be in possession of, or working towards, a Housing Qualification to Diploma level or higher	D	AF
Educated to degree level (or equivalent)	D	AF
Experience		
Experience of managing a team	E	AF/T/I
Experience of the current Court process and protocols and defending a case	D	AF/T/I
Experience of setting and monitoring targets for performance	E	AF/I
Experience of dealing with the public and outside agencies	E	AF/I
Knowledge/Skills/Abilities		
Ability to communicate effectively at all levels both verbally and in writing	E	AF/I/T
Demonstrate excellent customer care and positive working relationships with customers and colleagues	E	AF/I/T
Knowledge of welfare benefits systems, and DWP services	E	AF/I
Have up to date knowledge of relevant housing legislation	E	AF/I
Ability to motivate and manage staff and work as part of a team	E	AF/I
Ability to prioritise workloads, and to deploy resources	E	AF/I
Have excellent interpersonal skills including interviewing and negotiation skills	E	AF/I
Work on own initiative with minimum supervision	E	AF/I
Ability to use a range of ICT software and optimise technology to drive service improvements	E	AF/I
Assist with the promotion of the service internally and externally and assist with briefings and publicity material	D	AF/T
Have a wider knowledge of issues that would face customers and the causes of debt	D	AF/I
Other (including special requirements)		
1. Commitment to Equality	E	AF/I
2. Commitment to Health & Safety	E	AF/I
3. Satisfactory Baseline Personnel Security Standard Check	E	Document Checks (includes Basic DBS)

4. Ability to drive and provide a suitable vehicle for use in the post	E	AF
5. Willing to work outside of normal office hours on occasion and willing to attend evening meetings	E	AF
Prepared by: Jane Maguire	Date: May 2019	
Approved by: Leigh MacFarlane	Date: May 2019	