

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Housing Income Maximisation and Admin Manager	Grade: MG1
Section: Housing Services	Directorate: Housing & Regeneration
Responsible to following manager: Assistant Director of Allocations and Provision	Responsible for following staff: 2x Deputy Income Maximisation Managers 1x Deputy Admin and Finance Manager Section of 17 officers across 3 teams
Post Number/s: RWH7301	Last review date: October 2023

Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

To be responsible for the management and performance of the Housing Services Operations team; leading on temporary accommodation income maximisation and the efficient running of all financial and administration services within the housing services division

Specific Duties and Responsibilities

1. Responsible for ensuring maximum collection of all temporary accommodation income at an estimated £30 million across both boroughs and the reduction of all arrears across former and current accounts.
2. Responsible for performance management of the managers within the team, with structured supervision and appropriate work-related development and training opportunities. To lead on the management and development of a multi-disciplinary team of staff to ensure that performance and financial targets are set and exceeded whilst providing a customer focussed front line service. Ensure that the team's resilience in managing the varied increase of rent accounts managed.
3. To arrange/attend statutorily convened or otherwise multi-disciplinary meetings/forums, particularly for vulnerable clients at risk of homelessness due to high debt.
4. Lead on arranging and holding multi agency public events for homeless households to provide debt and benefit advice, and other options to reduce temporary accommodation use.
5. To create and implement effective procedures and systems to ensure improvement and collection of all charges to minimise debt the Council's general fund.
6. Overall responsibility for ensuring that the team make prompt payments of all invoices amounting annually to an estimated £39 million, particularly landlords supplying the Council temporary accommodation. As part of the invoice process, ensure that nightly paid landlords are supplying accommodation in accordance with the booking terms by monitoring "signing in" documentation.
7. Responsible for ensuring the authorisation within Council audit guidelines the payment of all invoices received by Housing Services in relation to; rents, management fees, utilities, stationery, office equipment etc within strict guidelines and set targets.
8. Lead the teams to ensure the effective initial administration and verification of Part VI & VII Housing Application forms, submitted in various ways including the on-line applications takes place.
9. Ensure that the admin team correctly manage all files are copied and processed

as requested by the Directorate for Data Protection Act (DPA), review or court appeals within timescales. Ensure that any third-party documents on file are removed prior to distribution when necessary.

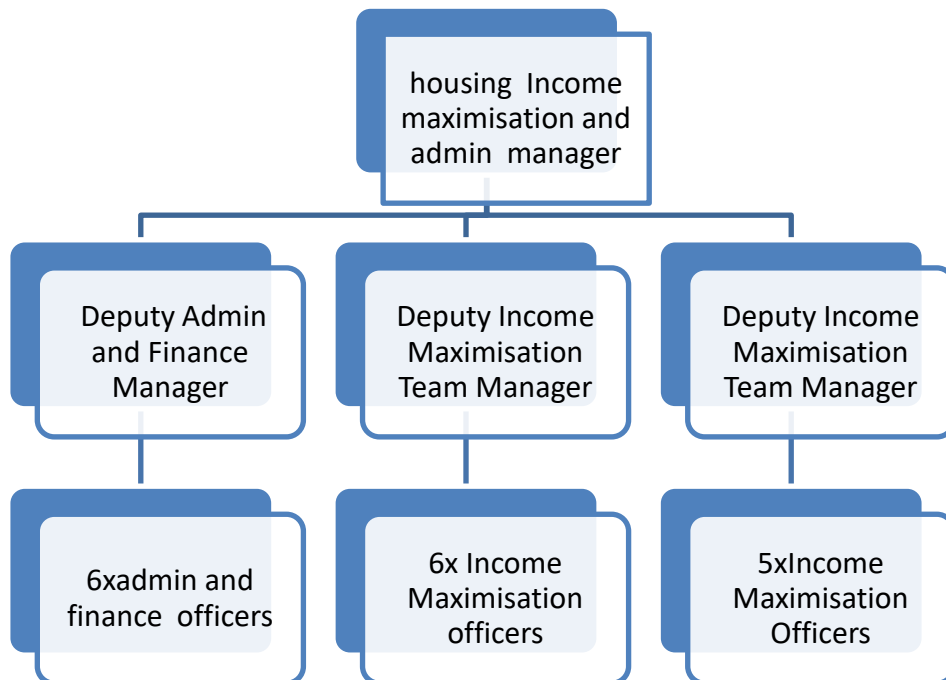
10. Manage the financial administration of payments and incentive of both Council's mobility schemes. Ensure appropriate procedures are place for checks are made to various council financial departments for outstanding debts.
11. Monitoring the authorising of orders for goods and services required by housing Services
12. Act as a lead officer for enquiries and or complaints from councillors, members, FOIs, local government ombudsman and for any audit assessment. Responsible for maintaining and presenting statistics for senior officers and members on the performance of the team including debt reduction and arrears management.
13. Liaising with internal external agency groups, including citizens advice, law centre and other council departments such as SLLP, mental health professionals, voluntary agencies, housing options and social services to ensure multi-agency working to prevent homelessness and ensure income maximisation
14. To monitor budgetary, spend against forecast and ensure payments are accurately recorded within audit guidelines. Ensuring that correct budgets codes are used, and budgets are not overspent
15. Ensuring cases are prepared for legal action within statutory framework and to ensure Council representation at court proceedings when required

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems

- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Team structure



Person Specification

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Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across the SSA and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
A thorough understanding of the financial functions and duties of a Housing Department	X		
An understanding of welfare-based benefits and good practice around collection of debt/arrears management	X		

Understanding of homeless discharge of duty under 1996 Housing Act (as amended) specifically affordability and suitability of accommodation	X		
Managing and monitoring budgets	X		
Experience	Essential	Desirable	Assessed
Experience of managing a front-line team, together with performance management	X		
Experience of rent collection in Social Housing.		X	
Dealing with vulnerable clients within context of role	X		
Managing invoicing process of high volumes and collecting rent/debt of high levels	X		
Provision of debt advice and maximising income		X	
Skills	Essential	Desirable	Assessed
The ability to use information technology to a high standard and interrogate reports to ensure continuous improvement.		X	
The ability to undertake a wide range of financial and administrative tasks.	X		
The ability to respond effectively to staff, outside agencies, suppliers, and the public, both in person, in writing and over the telephone.	X		
Proven literacy, numeracy, and communication skills.		X	
Able to provide statistic information regarding debts/arrears		X	
Able to manage and motivate a team that will have increased/fluctuating workloads		X	
Problem-solving and good analytical skills The ability to successfully manage a multi-function team and to work effectively as part of the wider management team.	X		
Qualifications	Essential	Desirable	Assessed

A – Application form / CV

I – Interview

T – Test

C - Certificate