Job Profile comprising Job Description and Person Specification

Job Description

Job Title: **Deputy Income Maximisation Manager**	**Grade:** **PO4**
Section: **Operations team** **Allocations & Provision**	**Directorate:** **Housing and Regeneration**
Responsible to following manager: **Housing Income Maximisation and Admin Manager**	**Responsible for following staff:** **Income Maximisation Officers (x5)**
Post Number/s: **RWH7302**	**Last review date:** **July 2023**

Working for the Richmond & Wandsworth Better Service Partnership

We're Richmond & Wandsworth Better Service Partnership, the shared public service team for Richmond and Wandsworth Councils. Like any local authority, our role is to deliver the agenda of our elected members on behalf of the people who live and work in our part of the world. We deliver key services to our communities including social care, public health, children's services, housing and regeneration and environmental and community services.

Our joint workforce creates efficiency and resilience by bringing more creativity to the way we work, more objectivity and adaptability too, helping us deliver better services for all our residents.

We're here to help our communities thrive in a changing world, and to be there for the people who need us most we believe we need to keep adapting. That's why, at Richmond & Wandsworth Better Service Partnership, you'll be at the forefront of innovation in local government, and we'll invest in you and offer you opportunities to grow in a way only our unique organisation can.

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Job Purpose

Specific Duties and Responsibilities
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1. Responsible to the Housing Income Maximisation and Admin Manager for the collection, management and monitoring of all temporary accommodation rents and charges accounts. Ensuring early interventions to prevent arrears and liaising with agencies so that clients maintain regular payments and are in receipt of welfare benefits. Assisting applicants for claiming housing benefits, as well advising on how to make backdated claims for Housing Benefit.

2. Ensuring maximum income collection for approximately £27m rent raised across both boroughs

3. To keep updated with relevant legislation, regulations and welfare benefits changes. To ensure that the team to be lead officers within the service for advice and support in relation to welfare benefits and debt advice.

4. Responsible for specifying, producing and analysing statistical and performance monthly reports across all arrears types for senior managers, together with actions plans to maintain performance.

5. To be the lead liaison for arrears and debt management within housing services other departments in the Council and external agencies such as housing benefits, Citizens Advice, DWP and legal team.

6. Manage the legal process of eviction and terminating tenancies for temporary accommodation, ensuring valid notices are served and accurate records collated and submitted to Legal Services. Manage tenancies referred to court and eviction ensuring accurate paperwork and action within legal frameworks and liaising with relevant departments where discharged homelessness duties.

7. Lead on ensuring affordability assessments are carried out and completed for clients in relation to Suitability of Accommodation in accordance with the Homelessness Code of Guidance.

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8. To develop and implement innovative Income Maximisation projects within the service to ensure reduction of rent arrears to the service. Arrange drop in sessions, tenancy training, attend events and pilots.

9. Lead on identify clients most at risk of becoming homeless from their accommodation to ensure early intervention and solutions to prevent homelessness.

10. Lead officer with Housing Income Maximisation and Admin Manager for Breathing Space.

11. Recommend cases within an agreed limit to the Housing Income Maximisation and Admin Manager where debt is irrecoverable, and which are suitable for submission for write off. Responsible for ensuring that Housing Benefit payments are transferred to the sections computer system(s) resolving any discrepancies arising. Responsible for the checking and authorising of any balances transferred between accounts, sent to other services or refunded to client.

12. Responsible for the line management and development of a team of Income Maximisation Officers, including holding regular, scheduled and structured performance and casework review meetings, supervision and team meetings. Responsible for creating and delivering induction and training action plans and ensuring performance targets are met and/or exceeded.

13. Responsible for the monitoring of and dealing with staff sickness, lateness and poor performance within the area of responsibility, and any other matter at the preliminary/informal stage under the SSA's Human Resources codes in accordance with existing practices and policies.

14. Responsible for providing detailed information for District Auditor, Internal Auditor and Audit Commission and production of reports/information on all financial duties provided for Homelessness cases.

15. Manages the administration of procedures for removal and storage services: including the setting up and closing of accounts, verification of invoices from contractors and liaison with contractors and applicants over unpaid charges and/or disposal of goods.

16. Responsible for all correspondence/telephone enquiries from MPs and Councillors in relation to the work of the Housing Income Maximisation Team

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17. Responsible for the creation and review all the teams processes and procedures are in line with good practice and legislation. Identify service improvements and enhancements to ensure that the team continuously improve.

18. Works closely with other Deputy Income Maximisation Manager and Admin & Finance Team Leader to ensure appropriate cover across both teams

19. Deputises for the Housing Income Maximisation and Admin Manager as required, within the responsibilities of the post

20. Undertakes other duties commensurate with the grade as instructed by the Housing Income Maximisation and Admin Manager.

Additional Information

- To manage 5x Income Maximisations Officers
- Be prepared to work outside of usual working hours to cover emergencies
- Attend evening meetings
- To attend statutorily convened or otherwise multi-disciplinary meetings/forums
- To do home visits and travel to other sites, and able to use public transport
- As and when directed to meet service needs to assist in the management of Housing Service.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.

- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety.

- To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems

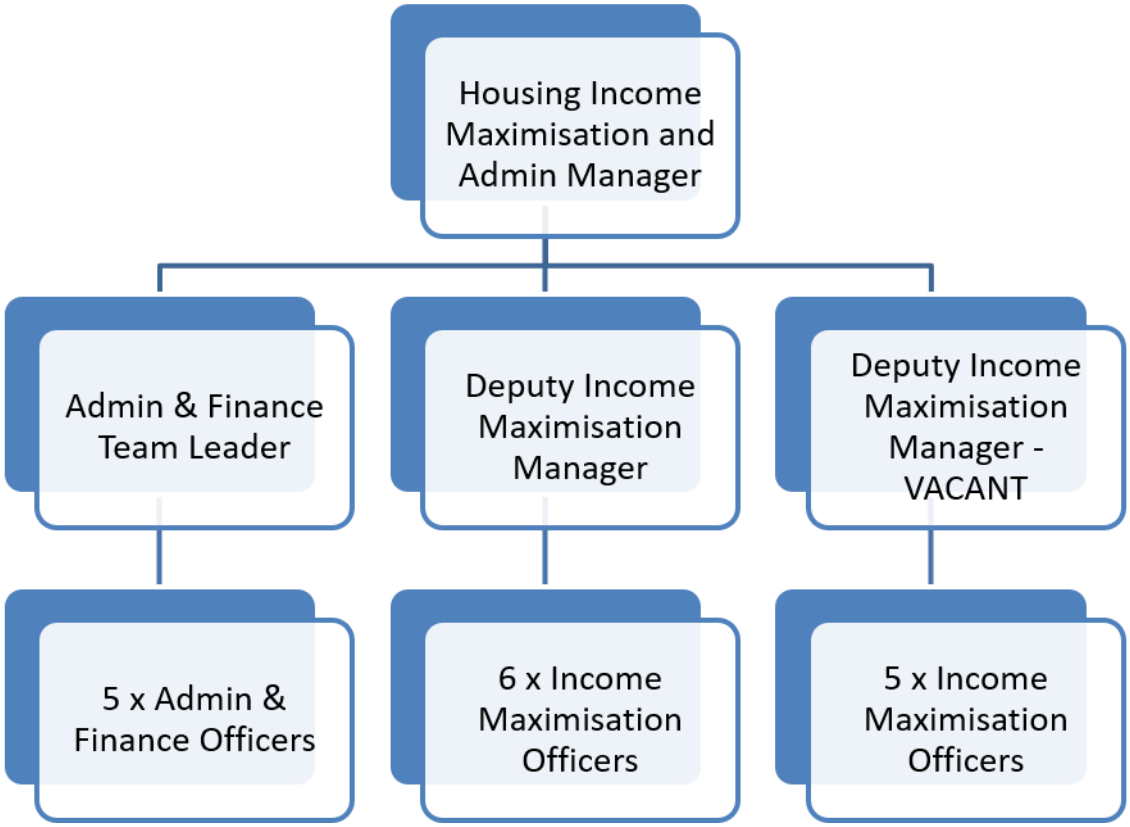
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.

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- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.

- 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



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Person Specification

Job Title: Deputy Income Maximisation Manager	**Grade: PO4**
Section: Operations team Allocations & Provision	**Directorate: Housing & Regeneration**
Responsible to: Housing Income Maximisation and Admin Manager	**Responsible for: 5x Income Maximisation Officers**
Post Number/s: RWH7302	**Last Review Date: July 2023**

Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership 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**
Demonstrate a strong understanding of good practice on debt and arrears management	✓		**A/I**
An understanding of welfare benefits and ability to provide advice on income maximisation within context of role	✓		**A/I**
Understanding of 1996 Housing Act within context of role		✓	**A/I**
Experience	**Essential**	**Desirable**	**Assessed**
Experience of working with the public and particularly vulnerable people	✓		**A/I**
Experience of managing a team and taking a lead	✓		**A/I**

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Experience of good practice around recruiting and interviewing staff	✓		**A/I**
Experience of working in a busy, changing environment and able to effectively manage different priorities	✓		**A/I**
Skills	**Essential**	**Desirable**	**Assessed**
The ability to use information technology to a high standard.	✓		**A/I**
The ability to undertake a wide range of tasks and manage change.	✓		**A/I**
The ability to create and monitor performance statistics	✓		**A/I**
Proven literacy, numeracy and communication skills	✓		**A/I**
A calm and empathetic approach when working with the public and dealing with complaints and complex situations			**A/I**
Able to deal with vulnerable clients	✓		**A/I**
Able to work under pressure	✓		**A/I**
Excellent attention to detail	✓		**A/I**
Qualifications	**Essential**	**Desirable**	**Assessed**
Maths and English GCSE grade C and above or equivalent.	✓		**C**

A – Application form / CV
I – Interview
T – Test
C - Certificate

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