**Job Profile comprising Job Description and Person Specification**

**Job Description**

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|  **Job Title:** Revenues Services Performance Manager | **Grade**: PO3 |
| **Section:** Rent Collection Service | **Directorate:** Resources |
| **Responsible to following manager:**Deputy Rent Collection Manager | **Responsible for following staff:**7 x Rent Collection Officers, 1 x Support Officer, 1 x Apprentice OR 6 x Rent Collection Officers and 2 x Support Officers |
| **Post Number/s:**RWR0404/RWR0405 | **Last review date:** October 2022 |

**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**

The day to day running of management and collection of all current and former tenancy arrears to ensure that the annual Rent Collection Service and corporate key performance indicators are met, including issuing instructions to the Legal Department on court proceedings and making decisions on whether or not an eviction action should continue.

**Specific Duties and Responsibilities**

* Maintain knowledge of all relevant current and proposed legislation and Council policy in respect of Housing, all Benefits/Universal Credit, Welfare Reform and High Court decisions and know how the changes will affect Rent Collection Service policies and procedures to ensure that any policy changes are implemented within the service.
* In conjunction with the Business Information Team assists with the testing and implementation of new IT software to gain efficiencies for service delivery.
* Responsible for all aspects of managing arrears and dealing with Co-operative, Tenants Management Organisation (TMO)/Resident Management Organisation (RMO) accounts. Attend liaison meetings and make decisions on whether to accept or return cases, calculating any refunds due to the Co-operatives. Ensure effective management of the SLA and where necessary take corrective action to promote joint working.
* Responsible for ensuring that all Introductory Tenancies are managed properly prior to the end of the probation period to maintain a secure tenancy. Attends Introductory Tenancy Review Boards as required and decide on the appropriateness of extending Introductory Tenancies.
* Responsible for overseeing the preparation of reports for court referrals in accordance with policy.
* Attends weekly management meetings and raises any issues or risks, whilst proposing solutions and improvements for the efficient running of the service.
* Maintains effective liaison with other Departments including Social Services, Legal, Housing, Housing Benefits and Tenancy Support Service. Representing the Service at meetings with internal service partners.
* Responsible for the administration of the security and control of credit refunds and invoice payments in line with Council policy to meet audit standards.
* Responsible for processing write-off requests in compliance with standards set for recovery procedures, ensuring that all records for write offs are maintained and recorded in order to meet audit requirements.
* Assist Head of Service with the Council’s annual internal and external audit exercise.
* Manages the liaison with the Identicom Service to ensure the safety of officers while visiting and take necessary action when red alerts are received.
* Responsible for preparing draft responses for the Head of Service in respect of Step 1 complaints and Members enquiries.
* Responsible for monitoring Universal Credit debts and DWP portal applications for Alternative Payment Arrangements and 3rd party deductions to reduce arrears and assist tenancy sustainment.
* Responsible for monitoring sub account activity to ensure appropriate and timely collection action.
* Responsible for preparation of Equality Impact Assessments as required for court proceedings.

**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 Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

**Team structure**

**Person Specification**

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|  **Job Title: Revenues Performance Manager** | **Grade**: PO3 |
| **Section: Rent Collection Service** | **Directorate:** Resources |
| **Responsible to: Deputy Rent Collection Manager** | **Responsible for: 7 x Rent Collection Officer, 1 x Support Officer and 1 Apprentice OR 6 Rent Collection Officers and 2 Support Officers** |
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**Our Values and Behaviours**

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

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| **Person Specification Requirements** | **Assessed by** **A/I/T/C** **(see below for explanation)** |
| **Knowledge** | **Essential** | **Desirable** | **Assessed** |
| Knowledge of Housing Legislation and eviction process | **√** |  | **A/I/T** |
| Knowledge of Welfare benefits available to tenants | **√** |  | **A/I/T** |
| Knowledge of the duties, responsibilities and principles of safeguarding children and vulnerable adults | **√** |  | **A/I/T** |
| **Experience** | **Essential** | **Desirable** | **Assessed** |
| Experience of managing the recovery of current and former debts and tenancy management relating to rent and recovery of arrears |  | **√** | **A/I** |
| Experience of dealing with all aspects of recruiting, developing and managing multi disciplinary staff and dealing effectively with HR codes of practice |  | **√** | **A/I** |
|  |  |  |  |
| **Skills** | **Essential** | **Desirable** | **Assessed** |
| Ability to communicate effectively and work in partnership with internal and external stakeholders to achieve service objectives | **√** |  | **A/I/T** |
| Ability to effectively manage conflicting priorities and meet tight deadlines | **√** |  | **A/I** |
| Ability to provide solutions to complex problems | **√** |  | **A/I** |
| Ability to contribute to continuous improvement for service delivery | **√** |  | **A/I** |
| **Qualifications** | **Essential** | **Desirable** | **Assessed** |

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**