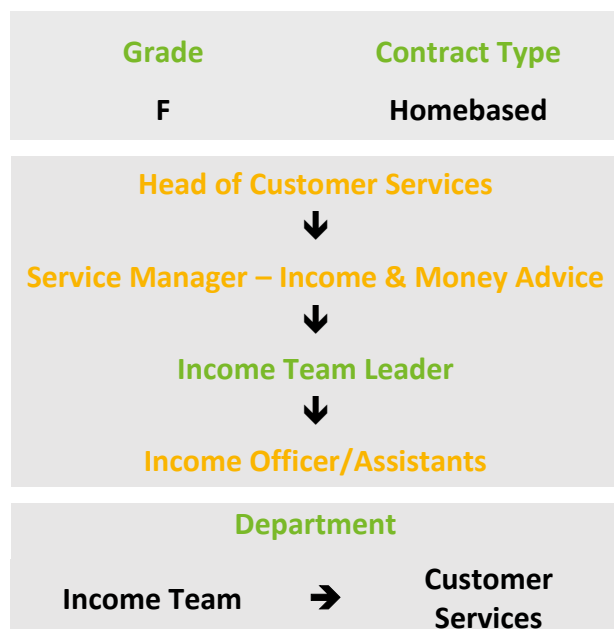


ROLE PROFILE

Income Team Leader



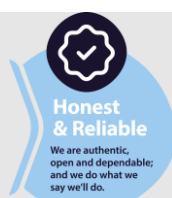
Role Overview

Operationally responsible for maximising the performance of the Income Collection team, by ensuring performance is well monitored, call & case quality is regularly assessed, and support is offered to the team to optimise income collection outcomes for YHG and its customers.

RESPONSIBILITIES

- Operational responsibility for maximising the performance of the Income Collection service across the group.
- Manage, coach and develop a team of Income Officers/Assistants conducting regular 1:1s, PDR objective setting and reviews, supporting and coaching with complex queries.
- Conduct quality assessments by undertaking regular call and case audits, providing constructive feedback to officers.
- Manage and resource the team and all queues to be responsive and ensure that customer contact is maximised, including re-negotiating workload to cover periods of leave.
- Manage the day-to-day operations of the Income team ensuring that support and advice is provided to staff to resolve complex issues.
- Support the team with implementation and embedding of income software, policies and procedures.
- Enable the income team to function efficiently by taking responsibility for the rent refund process, legal action approval and handling escalated income calls.
- Enable the income team to function efficiently by taking responsibility for the rent refund process, legal action approval and handling escalated income calls.
- Positively contribute to the culture of the income team creating & leading on performance incentives throughout the year.
- Deputise for the Service Manager when required.
- Undertake additional duties appropriate to the role and/or grade.

Our values



Through our **passion** for housing, more **people** have a **safe** place to call **home**

STRENGTHS

- ✓ Resilient & able to prioritise conflicting demands
- ✓ Excellent customer service skills
- ✓ Clear and articulate communication skills, both written & verbal
- ✓ Excellent relationship building skills
- ✓ Strong interpersonal skills
- ✓ Solution focused

ESSENTIAL REQUIREMENTS

- ✓ Knowledge of social housing income management and or debt recovery
- ✓ Proven experience of managing a team
- ✓ Experience in coaching
- ✓ Understanding of welfare benefits
- ✓ GCSE Maths and English (or equivalent)
- ✓

BENEFICIAL TO THE ROLE

- ✓ Full UK Driving License & use of a vehicle
- ✓ Management Qualification
- ✓
- ✓ Experience of working in a high-volume customer service environment.
- ✓
- ✓