

ROLE PROFILE

Job Title: Service Manager Income & Money Advice	Role Reports to: Head of Property Operations – Customer Transactions	Business Function: Public Relations	Grade: D
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<p>Job Purpose:</p> <p>Lead and develop a high performing team in the delivery of Your Housing Group's Income Collection and Money Advice Services, ensuring that agreed key performance indicators are met.</p> <p>Lead a transformational agenda ensuring opportunities for income maximisation and value for money are maximised for both the group and its customers. This includes developing, implementing and embedding new innovative systems and processes which are positively embraced by colleagues and drive improved performance.</p> <p>Devise and implement the Group's strategy for proactively meeting the challenges of Welfare Reform to enable the maximisation of financial performance for the Group and to promote and enable financial well-being with customers.</p>	<p>Key Competencies:</p> <ul style="list-style-type: none"> • Flexibility and Resilience • Results Focus • Meeting Customer Needs • Interpersonal Understanding • Commercial focus • Future Focus • Building Relationships • Leadership • Developing Others
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Key Responsibilities:

- 1.** Evaluate external risks, analyse potential impacts and opportunities to provide strategic direction to ensure YHG delivers sector leading Income Management and Money Advice Services.
- 2.** Strategic responsibility for optimising the performance of the Income Collection and Money Advice Service. Ensuring that the agreed operational plan for the Group is translated into objectives and key performance indicators and mechanisms are in place for reporting at management levels.
- 3.** Strategic responsibility for developing and leading implementation on future products and Services that support increased efficiency, effectiveness and Value for Money (VfM) in the areas of Money Advice and Customer Experience.
- 4.** Establish, implement and maintain a monitoring and reporting framework for the management of Income Collection and Money Advice relevant to the income or debt being managed e.g. current / former rent and service arrears.
- 5.** To complete and present reports to the appropriate audience e.g. management teams, Board etc. in a clear and concise format which enable the Group to make key decisions in respect of Income Collection, Money Advice Services and impacts of Welfare Reform.
- 6.** To be responsible for financial planning, budget setting, and budget optimisation for the Group's Income Collection & Money Advice Service.
- 7.** To work with Your Response Contact Centre to improve the delivery of a first point of contact effective Income Collection advice and payment facility to residents.
- 8.** Lead the Income Collection and Money Advice Teams to develop a highly competent function which can deliver a broad range of services.
- 9.** Develop new innovative systems, structures and arrears escalation processes to embed a high-performance culture to mitigate the impact of Welfare Reform to the Group and its residents.
- 10.** Build and manage positive and productive relationships with colleagues in the Group, partners and stakeholders through which we deliver services or receive income.
- 11.** Undertake additional duties appropriate to the role and/or grade.

	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> • Understanding of current requirements upon Registered Providers in relation to Income Collection and Money Advice. • Comprehensive knowledge of Welfare Reform and approaches to financial wellbeing. • Extensive knowledge of housing law 	
Skills	<ul style="list-style-type: none"> • Ability to build and maintain positive relationships with others to achieve results • Ability to translate strategic objective into key deliverables. • Ability to produce clear, well-structured reports to Boards and others which aid effective decision making. • teams to achieve successful outcomes in an Income Collection environment 	
Experience	<ul style="list-style-type: none"> • Experience of leading multi-disciplinary Excellent communication and influencing skills • Change Management experience • Experience of implementing new systems and processes. 	<ul style="list-style-type: none"> • Experience of leading Income Collection and Money Advice Services within a housing services environment.

	Essential	Desirable
Qualifications/Education	<ul style="list-style-type: none"> Housing Management recognised qualifications Educated to Degree level or relevant experience. 	<ul style="list-style-type: none"> Qualified Accountant (accountancy qualification or qualified by experience).

People Management Responsibility?	Line management responsibility, including coaching, development and performance management.
Budgetary Responsibility?	Responsible for ensuring the Group protects and recovers its annual rent and service debit of circa £140 million per annum
Key Relationships (internal/external)	<ul style="list-style-type: none"> Local authorities Payment Providers Finance Department Your Housing Group Boards and management teams Your Response Contact Centre Operations Teams (Housing Management and Lettings) Money Advice Service

Safeguarding of Children Young people and Vulnerable Adults

Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment. As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.

Key Role Performance Indicators	
<ol style="list-style-type: none"> 1. Achieve annually agreed arrears performance (4.3%) 2. Achieve annual cash collection target (100%) 3. Achieve Former Tenant Arrears Target (2%) 4. Abandonment rate of 3% year ending across all income call queues. 5. Manage operation in line with Budget adhering to FSO's. 6. 100% Complaints tasks assigned to be resolved within SLA. 7. PDR's to be completed effectively in line with Company SLA's 8. Achieve Quality score of 85% 	
Date Role Profile Created/Updated:	January 2019