



Post: Housing & Income Team Leader

Department: Housing

Reports to: Housing Manager

Contract: Permanent

Working Hours: 37.5 hours per week

Working days: Monday to Friday

Salary: £33,605

Location: : 4 Queen Victoria Road, Coventry, CV1 3JH

Application closing date: 9th February 2025

About ACH

Our vision is to empower refugees and migrants who reside in the UK to lead self-sufficient and ambitious lives.

ACH is a social enterprise comprised of a diverse group of strategists and researchers led by lived experience. We provide tailored integration services that not only help individuals, but also disrupt the systems that have entrenched inequalities in our society.

We have a track record of delivering effective support services that give refugees and migrants the tools they need to succeed. In 2021 alone, we have helped 1000+ people to achieve their personal goals and lead fulfilling lives in their new country.

By working with us at ACH, you will be supporting refugees and migrants to build a better, brighter future..

Purpose of job

Overall management of the prevention and recovery of rent arrears and other debts for all tenure types (to include but not limited to rent accounts, sundry accounts & former tenant accounts) in an efficient manner in accordance with Policy and Procedure. Providing a professional and proficient customer-focused service to ACH Birmingham tenants. Regularly liaise with the internal stakeholders to help tenants meet their tenancy obligations and retain their tenancy. Responsible for the day-to-day management and control of the delivery of debt, income collection services and related functions ensuring that all aspects such as recharges, court costs, HB overpayments, current & former tenant arrears collection and recovery are delivered to high standards. Along with ensuring a high quality housing management service in all areas of housing management. Post holder will have a proven ability to work independently

in an organised manner and have strong analytical and organisational skills. Must be able to work under their own initiative, plus manage and prioritise their workload.

Key Responsibilities

- To manage a team of Housing Income Officers & Assistants delivering effective income collection services for a defined patch of properties.
- Implement various remedies for debt collection and enforcement that are authorised by legislation including undertaking direct negotiation with customers and to signpost to outside agencies in order to promote tenancy sustainment.
- To manage the work of the team to ensure a high quality, responsive and consistent service is provided for customers.
- To prepare and serve various legal notices and invoices for all debt types, implementing payment agreements and take appropriate action for collection and recovery in accordance with guidelines, taking ownership of monitoring accounts and payment arrangements.
- Undertake daily monitoring to ensure efficient resolution of tenant contacts logged through reception.
- Liaise with a range of external organisations and providers such as Government Agencies and Local Authorities in relation to Housing Benefit and other income issues.
- To ensure referrals are received and necessary checks completed for reference along with relevant needs assessments, risk assessments, and risk management plans as when required working with the support team.
- To ensure accurate record keeping in all areas of housing management, particularly rent setting and service charge, rent collection, rent monitoring • rent arrears and performance • rent arrears prevention • dealing with Housing Benefit • selection and allocation process • tenant issues and support • ex-tenants debt recovery • housing management • lettings and voids • dealing with anti-social behaviour.
- To ensure that rental income is maximised by filling voids promptly and in line with the ACH's policy and procedures.
- To complete all monitoring information in an accurate and timely manner including but not limited to CORE forms.
- To report any repairs/maintenance to either ACH's Caretakers / Maintenance Officer or the property landlord, and where necessary arrange access to the property, following agreed procedures and undertake any other risk assessments where appropriate.
- To ensure all services are maintained in accordance with statutory requirements and good practice. In liaison with the Housing Manager and Maintenance team, to ensure the building and premises are maintained to a high standard.
- Ensure that prompt action is taken where necessary to enforce the terms of the tenancy / license agreements and that where necessary licenses / tenancies are terminated in accordance with company's Eviction Policy.

- To ensure tenants are aware of and adhere to health and safety and security requirements together with other terms of their residency – dealing promptly with issues which arise.
- Produce regular and detailed housing management and income reports as required.

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Degree level education or equivalent through relevant training / experience 	<ul style="list-style-type: none"> • An NVQ in Advice & Guidance • Qualification in Social Housing e.g. CIH level 4.
Experience	<ul style="list-style-type: none"> • Experience of working in a housing environment • Knowledge of legal processes for debt recovery • Experience of managing income collection services • Understanding of the County Court and Magistrates processes. • Experience of income collection including court representation. 	<ul style="list-style-type: none"> • A knowledge of the asylum system.
Knowledge	<ul style="list-style-type: none"> • A strong background of successful service delivery management. • Knowledge of housing management policies and procedures, including allocations process, repairs, transfers, mutual exchanges, anti -social behaviours, KPIs . • Experience of dealing with complex casework. • Leadership skills and the ability to manage and motivate a team to 	<ul style="list-style-type: none"> • Current in depth knowledge of housing issues and legislation, particularly retaining to homelessness. • Choice Based letting experience with dealing with promoting vacate properties. • Knowledge of external bodies associated with and or affiliated to support housing

	<p>deliver objectives and targets .</p> <ul style="list-style-type: none"> • Extensive income recovery experience . • Knowledge of welfare reform and the impact to a housing provider and its tenants. • Knowledge of housing legislation such as the Housing Act 1985 . • Working knowledge of the issues faced by disadvantaged / vulnerable people . • Understanding of and commitment to the principles of equality and diversity 	
Skills	<ul style="list-style-type: none"> • A minimum of 2 years' experience of working within the Social Housing Sector . • Ability to manage conflict resolution within an accommodation based setting . • A track record of developing staff to achieve targets and objectives . • A genuine desire to achieve excellence in all areas of responsibility . • Excellent listening skills to understand a range of complex issues . • Ability to work with discretion, integrity and confidentially . • Negotiation skills . • Stress management & time management skills . 	<ul style="list-style-type: none"> • Health and Safety experience, particularly in an accommodation setting . • Experience of working in a supported housing environment . • Have an understanding of current crime and disorder issues and legislation with a particular focus on local authority and housing related fraud . • Ability to speak community language
Personal Attributes	<ul style="list-style-type: none"> • A proven ability to relate to people from diverse 	<ul style="list-style-type: none"> • Demonstrable experience of working with people with.

	<p>social and cultural backgrounds.</p> <ul style="list-style-type: none"> • Excellent written communication skills sufficient to write complex reports. • Good interpersonal skills - the ability to communicate with tenants and colleagues in a clear, straightforward non-judgmental manner. • Able to communicate effectively at all levels and build effective relationships. • Experience of communicating with members of the public on the telephone, verbally and face to face 	<p>Refugee and Asylum Seeker status.</p>
<p>Other</p>	<ul style="list-style-type: none"> • A knowledge of Salesforce • Other IT packages 	