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| **Job title:** | Income Services Manager | **Leader of others:** | Yes |
| **Reports to:** | Head of Customer Service Delivery | **Contract type:** | Agile |
| **Business Area:** | Customer Success | **Budget holder:** | Yes |

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| **Job purpose** |
| The post holder will lead, guide and support a high performing Income Services Team to deliver a proactive, customer obsessed and target driven service to all our customers. Being responsible for delivering a customer focused income collection service which provides the right support at the right time to our customers to maximise income collection for YH, improve the financial health of our customers and contribute successfully to sustaining tenancies. This role will champion and embed a truly values based customer obsessed culture throughout the service and have responsibility for a yearly rent roll of circa £110m and Budget of £2m.  |

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| **Key responsibilities** |
| * Work alongside the Head of Customer Service Delivery to shape the future of the service, working collaboratively with key stakeholders, both internally and externally.
* Lead a specialist income and money coach team to deliver a customer obsessed income collection service to a diverse customer base across a range of tenures, ensuring performance is delivered in line with agreed measures and our values.
* Role model, embed and champion values-based behaviours and solutions across the service.
* Provide effective leadership and communicate a clear vision, performance expectations and targets for income service colleagues maintaining a culture of excellence and consistency in service delivery.
* Ensure appropriate levels of assurance and confidence in plans and performance across the service to Head of Customer Service Delivery and senior leadership team.
* Lead on the development of income collection policies and processes for income collection and contribute to policy development across other service areas.
* Responsible for the development and delivery of service improvement activity ensuring that external and market factors such as technological advancements - including AI and automation, best practice and national policy are considered where appropriate.
* Contribute to service development for corporate projects, policy development, business improvement and the achievement of strategic aims and objectives.
* Actively seek and respond to internal and external customer feedback, utilising it to feed into strategy and delivery plans so that customers can see the impact of their involvement.
* Ensure through performance reporting and auditing that we are compliant with regulatory requirements, service level agreements, policies, and procedures, ensuring improvement plans are in place and effective where necessary and that all risks are managed.
* Develop and build strong partnerships with external stakeholders representing YH at forums, partnership events, seminars, and best practice networks.
* As you might expect, this isn't an exhaustive list of your full responsibilities in role, and you may be asked to carry out some duties that aren't listed above.
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| **What you’ll bring to the role** |
| **The main things:** |
| * Level 4 Certificate in Housing regulated by Ofqual or equivalent or be willing to work towards.
* Experience of managing a high performing income collection service.
* Knowledge of the legislative and regulatory framework applicable to Social Housing and the key risk areas across its business activities.
* Understanding of the policy issues and practical challenges facing housing providers working both in an urban and rural environment.
* Excellent leadership skills with the ability to lead, inspire and motivate a remote team to deliver shared goals, service and high performance for customers and YH.
* A genuine passion for delivering a customer obsessed services for all YH customers; ensuring the customer voice is reflected in service delivery and design.
* Excellent communication and interpersonal skills. Communicating confidently, effectively and empathetically with people with the ability to explain complex issues simply without diluting the meaning.
* The ability to deal with difficult situations, conflicts and complaints positively.
* Have a positive, collaborative and proactive approach working with external stakeholders, teams across the business and customers.
* Be a coach and mentor with the ability to lead, manage and empower others and develop the team and other colleagues to achieve and perform at their best.
* Embrace challenges and be able to work under pressure in a performance critical service, identifying opportunities for positive change and the delivery of improvements.
* Up to date knowledge and interest in the role that technology can play in developing a seamless customer service with the use of automation and customer self-service.
* Analytical, methodical, and able to work with large volumes of information and complex data to provide insights and reports on service delivery.
* Eagerness to develop own skills and adapt to change.
* An ability to drive change and continuously improve the experience for customers.
* Personal values and approach that align with YH’s values.
* The ability to work flexibly in line with Hub, Home and Roam principles.
* An understanding of Equality, Diversity and Inclusivity and how this is applied through our service to customers and colleagues.
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| **It would be a bonus if you have:** |
| * Equivalent professional experience either in housing or financial setting
* A professional coaching and/or management qualification
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| **Our values:** |
| Our values describe what matters most to us, and what our colleagues should expect from each other. We’re all expected to show how we support and live up to these values in our work. **Create trust** • Do the right thing, not the easy thing • Be honest and open • Do what you say.**Be curious** • Think differently • Ask questions • Keep learning.**Make it happen** • Own it • Do it • Be empowered.**Achieve impact** • Do things that matter • Deliver results • Show pride and passion.**Have fun** • Enjoy work • Be yourself • Stay connected.We want colleagues to feel free to be themselves - so we’re all responsible for making sure we promote a culture of equality, diversity and inclusion. And, as you’d expect, we’re responsible for our own health and safety, following our policies and doing any training needed for our roles.  |