## Job description

### Structure information

Job title: Senior Income Advisor

Reports to job title: Housing Income Manager

Directorate: Housing, Care and Wellbeing

Division: Housing Management

Section: Tenancy Services, Housing Income Management Team

Job identification number (JIN): 2178bm

### Job purpose

To lead, motivate and support a team of Income Advisors to deliver a high performing, responsive and customer orientated income maximisation service.

To promote and provide support to tenants where tenancies are at risk due to arrears, the cost of living pressures and/or weflare reform.

To work with the management team to lead the service response to Universal Credit migration.

### Principal accountabilities

1. To supervise, line manage and develop a team of Income Advisors, ensuring that all administrative functions of the Income Team operate efficiently and timely in line with legislation, policies and procedures.
2. To act as a role model and mentor to the Income Advisors, being a point of knowledge and providing support, assisting them with complex cases and deliver training where required.
3. To proactively participate in and lead on project work to tackle rent arrears and other associated housing debts and improve the customer experience.
4. To use data and statistics to promote and deliver targeted benefit campaigns.
5. To be responsible for developing income maximisation policies and procedures and training documents to ensure best practice is embedded within the team and wider service.
6. To provide up to date advice on housing and welfare benefits to help maximise tenants’ income and minimise rent loss and where applicable to support members of the team deliver this service.
7. To work in partnership with external stakeholders to ensure residents access specialist advice and support when required e.g. DWP Partnership Team, Money Advice Plus, Money & Pensions Service and Citizens Advice.
8. To represent the Housing Income Management Team at internal and external meetings with a wide range of stakeholders.
9. To deputise for the Housing Income Manager as required.

### Health and safety accountabilities

To co-operate in the implementation of the council Health and Safety policy and supporting standards, in particular, as set out in section 1 of the Health and Safety Policy and Management Standard.

### Diversity and inclusion accountabilities

Understand the council’s diversity and inclusion aims and strategies.

Take an active role in ensuring that equality, diversity, and inclusive outcomes are embedded in your work activities, communications and interactions with staff and customers.

Challenge or report incidents where inclusion and equality in practice has not been followed, including reporting discrimination, harassment and bullying to your manager or other senior colleague in your service.

### Note regarding duties

The list of duties in the job description are not exclusive or exhaustive. There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties. The council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job. Proposed changes would be subject to consultation.

## Person specification

### Structure information

Job title: Senior Income Advisor

Reports to job title: Housing Income Manager

Directorate: Housing, Care and Wellbeing

Division: Housing Management

Section: Tenancy Services, Housing Income Management Team

Job identification number (JIN): 2178bm

### Essential criteria

#### Job-related education, qualifications, and knowledge

* A professional housing qualification or demonstrable experience.
* Knowledge of welfare reform, benefits legislation and housing legislation within an income collection context.
* Knowledge of financial inclusion and strategies to promote social inclusion.

#### Experience

* Working in a customer focused environment delivering excellent housing income services and support.
* Experience in training, supporting and mentoring colleagues.
* Experience of change management, service development and improvement.

#### Skills and abilities

* Ability to use information, data and statistics to drive service development.
* Skilled in forging strong links and maintaining effective communication with internal and external partners.
* Ability to communicate effectively with residents, particularly vulnerable residents or those with high needs.
* Skilled in housing administration and people management.

#### Health and safety knowledge

* Commitment to acquiring awareness and knowledge of Health and Safety policy and practice as it applies in their area of work.
* Ability to co-operate and adhere to Health and Safety Policy, practices, and instructions.

#### Diversity and inclusion

* Demonstrate a genuine commitment to the council’s values in relation to embracing diversity and provide a service based on fairness and inclusion.

#### Other requirements

* A commitment to continuous improvement and excellence in customer care.