

# **Income Team Leader Job Profile**

**Job title: Income Team Leader**

**Grade: Level 4 Zone 2**

## **About Camden**

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

The ambition set out in We Make Camden is that everyone in Camden should have a place they call home, and the vision for Housing Services is to work deep into our neighbourhoods and within our communities to plan and continuously improve our services with people who use and rely on them, to deliver those services in an informed and responsive manner, and to ensure that provision of safe, secure and sustainable housing is a key pillar of Camden's work to increase social equality and achieve the best outcomes for Camden residents.

In addition to focusing on the management and development of Council homes, we are going further in our efforts to provide services in our communities. This means more engagement with people who live on our estates in our neighbourhoods, to make sure that our offer as a landlord is joined up with other key Council services such as Adult Social Care, Community Safety and more.

## **About the role:**

You will be responsible for a team of officers delivering a person-centred housing income collection service across the borough which will include:

- Responsibility for a team managing income collection for Camden's housing stock, from early intervention and debt prevention to initiating possession proceedings, preparation of legal papers and attendance at court, execution of warrants and attending evictions.
- Responding to customer enquiries and complaints relating to housing income, identifying opportunities for early intervention, prevention of arrears and improvements to the service offer.
- Financial decisions around repayment options, considering and entering into agreements for repayment and enforcement for rent accounts they are responsible for in line with a defined policy and procedure. Taking payments over the phone and make recommendations for enforcement activity & debt write-off in line with existing policy.
- Working within set guidelines, using their judgement and limited discretion within the context of these to achieve their goals and targets relating to income recovery.

- Meeting high demand and conflicting priorities and deadlines. Navigating these and managing your work load using the tools available to them and your own judgement.
- Monitor a patch of accounts on a weekly basis with actions to be completed that meet the overall aim to maximise income collection and reduce arrears.
- There will be times when you will need to prioritise specific tasks – for example preparing witness statements and / or attend court and evictions.

## About you

We're looking for someone who is enthusiastic about our ambition to make Camden the best place to live and work. Above all, you will be passionate about ensuring that services are delivered in a relational way, with the best outcomes for residents at its heart.

In addition:

**You are passionate about housing equality:** You believe everyone has the right to a home that is decent, safe and warm, and to feel part of Camden's community.

**You are proactive:** You take action to address problems and support people as early as possible. You create change where change is needed, rather than waiting for change to happen and reacting to it.

**You keep services accessible:** You believe in working to make services approachable, transparent and easy – going the extra mile to meet the diverse needs of residents. If there is something you can't help with, you will find someone who can.

**You take a caring approach:** You listen, understand and have others' concerns in mind. You are happiest when residents are.

**You believe in doing things together:** Collaborating and connecting are at the heart of what you do, ensuring no one gets left behind. You know that residents are the experts on the housing and services they want and need, and you make sure they are heart in the work that you do.

Here at Camden, we are committed to ensuring everyone has a place they can call home, the services you and your team deliver to our residents will recognise that as a landlord we are more than just bricks and mortar.

## Skills Framework:

**Proactive:** Helping to prevent issues arising for residents, intervening early to offer support and let residents know about any other services they may benefit from, and how to access them. Sharing and acting on feedback from residents, to keep improving our services. Keeping accurate and clear records, so colleagues can access all the information needed.

**Collaboration and communication:** Working in a joined-up way with other teams, to act as one Council. If you can't help, you know someone who can. Speaking with

colleagues and residents in a kind and helpful way, conveying information clearly, listening actively and resolving conflicts, being responsive and flexible. Building positive relationships with the local community, understanding diverse support and access needs.

**Data, digital and systems:** Using in relevant software and information systems including databases, property management software, and communication tools, is essential for efficient operations. Working with systems needed for the role, and an ability to record performance data in a clear and consistent way.

**Equality, diversity and inclusion:** Committed to, and will champion the council's ambition to make Camden a more equal, diverse and inclusive borough. An understanding of and respecting diverse cultural backgrounds, norms, and practices. An understanding of how to effectively engage with residents and stakeholders from various communities and promote inclusivity among team members and residents.

**Safety and wellbeing:** Understanding that safeguarding and health and safety are everyone's responsibility. Taking an active role in protecting residents' health, well-being, and human rights; enabling them to live free from harm, abuse, and neglect. Working effectively with survivors and perpetrators of domestic abuse. Being trauma-informed and supporting psychological safety.

Ability to lead and motivate a team of Income Recovery Officers, providing guidance and support to achieve targets and deliver excellent customer service, ensuring compliance with relevant legislation and regulatory requirements, including data protection and debt recovery best practices

Using judgement to oversee the management of accounts including assessing individual circumstances and complex issues to ensure that appropriate action is taken, working with other teams and services to overcome blockages, drive performance, continuously improve and develop a coordinated approach to arrears prevention and recovery.

To be responsible for reviewing and analysing data to ensure team targets and objectives are met to maximise rent collection, identifying trends and patterns that influence recovery and arrears and using these to direct resources available.

Understanding of Welfare Benefits and how these are administered to assist customers with their claims to maximum rental income.

Proven experience in income recovery or debt collection, preferably within a local authority or housing association setting with strong leadership and team management skills and a track record of driving performance and delivering results GCSE Maths and English or equivalent

### **Key relationships**

The postholder will work with other services to ensure action is appropriate and proportionate to promote tenancy sustainment, including but not limited to Housing Management, Welfare Benefit and Legal and Court services.

### **Work environment**

The postholder will work flexibly but based at our offices at 5 Pancras Square, London, N1C.

### **People management responsibilities**

The post holder will report to the Income Manager.

This role has direct line management responsibilities for a team of Income Officers.

### **Over to you**

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine our corporate services, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk.

### **Is this role politically restricted?**

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden click [here](#).

### **Diversity and inclusion**

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click Diversity and Inclusion for more information on our commitment.

### **Agile working**

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't. There will be a mix of office based and estate based work, including door knocking and carrying out home visits to discuss financial circumstances, welfare benefits and other relevant information related to the rent account and payments.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK

([www.HireMeMyWay.org.uk](http://www.HireMeMyWay.org.uk)). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

### **Asking for adjustments**

**Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would**

**like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at [resourcing@camden.gov.uk](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C**