



JOB DESCRIPTION

POST: **Income and Sustainment Lead**

DEPARTMENT: **Housing Management**

REPORTING TO: **Head of Housing Management**

RESPONSIBLE FOR: **Housing Services Manager
Income Manager
Sheltered Housing Manager**

GRADE: **7**

MAIN JOB PURPOSE:

As the Housing Management Lead within the Housing Management team, you will play a pivotal role in leading operational teams to deliver proactive and impactful housing management services to Council tenants. This senior management position requires a strategic and empathetic approach to ensure compliance with legislative and regulatory requirements, drive positive and equitable outcomes for tenants and communities, and achieve exceptional levels of tenant satisfaction.

You will work closely with the Head of Housing Management, supporting the strategic direction and functions of the housing service. Your responsibilities will include ensuring that the Council meets its regulatory obligations in managing tenancies and neighbourhoods effectively. You will inspire, motivate, and support teams to achieve operational targets and strategic goals, generate improvements based on tenant insight, and foster a culture that treats tenants fairly, with respect, and values tenant feedback.

In addition, you will be responsible for setting rent and service charges in accordance with legislative and regulatory requirements, overseeing rent collection, and ensuring income to the HRA is maximised. You will also ensure the delivery of an effective older persons housing service to council tenants and manage homes bought through the Right to Buy scheme appropriately.

Additionally, you will maintain oversight of operational and strategic risks and performance, implementing necessary mitigations and improvement plans where required. Your leadership and dedication will contribute to the overall success of the housing service, enhancing the well-being of tenants and the community.

Performance take responsibility for achieving personal targets and objectives

Maintain Digital Systems: Ensure digital filing and data systems are accurate, confidential, and secure, following instructions and retention periods, and complying with GDPR regulations. Utilise Microsoft Office and other software to maintain records, collaborate with others and produce documents.

Adhere to Policies and procedures: Perform all duties in line with Babergh and Mid Suffolk District Councils' policies and procedures.

Promote Tenant Engagement: Encourage tenant involvement in the housing service and work with the tenant involvement team to achieve this.

Collaborate Across Services: Work with colleagues from Housing and other services to ensure effective communication, integrated services, and efficient resource use.

Represent the Council: Act as an ambassador for the organisation, embodying its values and representing the council positively.

Champion Equality and Diversity: Demonstrate the council's commitment to equality and diversity and work to combat social housing stigma.

Commit to Professional Development: Take responsibility for your professional growth by engaging in learning and development activities to enhance effectiveness and job performance.

Adapt to Changing Needs: Undertake additional duties as required to meet the evolving needs of the council.

Ensure Safety and Safeguarding: Report any safeguarding concerns or issues that might place tenants, colleagues, or other agencies at risk of harm immediately.

Prioritise Health and Safety: Take personal responsibility for your health, safety, and welfare, as well as that of colleagues and the public.

DUTIES AND RESPONSIBILITIES:

- Lead and manage operational service managers in the delivery of income collection, tenancy sustainment, housing for older people and leasehold and home ownership services.
- Drive a 'rent first' performance culture across the service and develop new initiatives to maximise income for the HRA and reduce costs. Achieve and sustain top quartile performance in rent collection.

- Be accountable for the setting of rents and service charges for tenants and leaseholders, ensuring compliance with Government policy and regulatory requirements. Contribute to the development of budgets and the HRA business planning process.
- Ensure the housing for older people service meets needs and now and in future, and remains affordable and accessible for tenants.
- Support the strategic objectives of Housing Management department, providing leadership and support to all teams as required.
- Demonstrate exemplary leadership by embodying the values of the organisation and ensuring our tenants experience a high level of customer care and are always treated fairly and with respect.
- Be a motivational change leader and an enabler/coach of high-performing and engaged teams.
- Develop strategies to put tenant insight into practice, delivering improvements that enhance compliance with regulatory requirements, increase tenant satisfaction, income, and minimise costs.
- Maintain a compliance monitoring framework that demonstrates adherence to the regulatory requirements, Health and Safety, the Equality Act, GDPR, and other legislative and regulatory standards.
- Identify and manage risks and ensure that managers implement mitigations promptly.
- Contribute to HRA budget setting and monitoring to ensure financial stability and efficiency.
- Clarify and cascade performance, compliance, and behavioural expectations to Officers through effective objective setting and performance management.
- Deliver services safely and compliantly, maintaining a zero-tolerance approach to breaches in safety or compliance.
- Appraise performance, address problems, manage resources, maximise efficiency, and promote the development of best practices and modern methods of delivery.
- Undertake horizon scanning and develop/amend strategic and service plans to ensure the service meets current and future statutory, regulatory, and best practice requirements.

Additional information

- a) Does this job require a DBS check? **No**

- b) This job will participate in planning for emergencies in terms of response to or maintaining business continuity during an emergency. The jobholder will participate in training, exercises, response, recovery or other activities to support the councils' statutory duties in relation to emergencies under the Civil Contingencies Act (2004). It is expected that when requested to do so the jobholder will temporarily but immediately cease their normal role to support the emergency planning or response activity. **Yes**
- c) The post is designated as being politically restricted in accordance with the term of the Local Government Housing Act 1989 and subsequent amendments. The effect of this is to prevent the postholder from having any active political role either in or outside the workplace, and automatically disqualifying them from standing for or holding elected office. **No**

This is not a comprehensive definition of the post. Postholders are expected to undertake any work that comes with the remit of the post's main objective. This job description will be kept under review and may be changed at any time subject to consultation with the postholder.

PERSON SPECIFICATION

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.

REQUIREMENTS	MEASURED BY:
The postholder must be able to demonstrate:	A Application form I Interview T/P Test/Presentation
EDUCATION/TRAINING <i>(Academic, vocational/professional and other training)</i>	
To hold or be working towards a CIH Level 5 qualification in Housing.	A
Those without the qualification will need to have an equivalent housing qualification or higher, or commit to be enrolled within 12 months of appointment to achieve the qualification. They must also have extensive experience of social housing, community engagement, and an awareness of the issues affecting residents and their wider communities.	
IOSH Managing Safely	A
Training/Qualifications in supervision, management and leadership or equivalent experience.	A/I/T/P
A full current driving licence and use of a car, due to the rural nature of the districts.	A

KNOWLEDGE & EXPERIENCE

(e.g. report writing, office experience, Microsoft office)

- a) Possess a detailed understanding of the legislative frameworks and statutory requirements relating to Housing Management and experience of applying it in the management of tenancies.
- b) Experience of business and service planning and improvement
- c) Significant experience and expert knowledge of managing service charges, for tenants and leaseholders, in a social housing provider.
- d) Experienced in setting rents and ensuring compliancy with the Rent Standard and Government Policy
- e) Possess political awareness and an ability to build and maintain effective relationships with members
- f) Experience of managing multiple teams, driving performance and achieving results
- g) Project management experience
- h) Experience of leading staff through change, knowledge of underpinning theory and approaches
- i) Experience of working in a social housing organisation or local authority.
- j) Detailed knowledge of the current issues affecting the social housing sector, changing legislation and regulatory standards and how they relate to the service and leadership in housing.
- k) Ability to interpret complex information or situations and to solve problems.
- l) Experience of attending Court, preparing witness statements, applying to Court and preparing legal documents.

A/I/T/P

<ul style="list-style-type: none"> m) Knowledge of fire safety construction techniques and evacuation strategies. n) Knowledge of common fire safety risks in the home and communal areas, and the appropriate interventions to safeguard tenants from fire. o) Understanding of Universal Credit and Housing Benefit regulations. p) Experience of managing complex tenancy and social issues including anti-social behaviour, hoarding, self-neglect and other safeguarding issues. q) Understanding of the issues affecting tenants, including issues relating to diversity and protected characteristics in order to provide an inclusive and accessible services and outcomes. r) Experienced in handling customer complaints and resolving challenging situations and disputes whilst always treating tenants fairly and with respect. s) Understanding of digital transformation and data management. 	
<p>SKILLS/ATTRIBUTES <i>(e.g. communication, interpersonal, decision-making, problem-solving, team player, reliable)</i></p>	
<ul style="list-style-type: none"> a) Leadership skills – the ability to lead and motivate teams through change. b) The ability to develop and share a compelling vision, and implement strategies, and deliver improvements to service across teams and departments. c) Ability to draft, procure and manage contractual relationships for the delivery of services. d) Exceptionally strong analytical skills and a clear communicator - capable of constructing and delivering clear ideas and concepts concisely and accurately for diverse audiences. 	<p>A/I/T/P</p>

- e) Have the gravitas to persuade and influence as well as nurture key relationships through collaborative working and be an outstanding and highly respected internal and external relationship influencer and leader.
- f) Approachable, empathetic, and professional when managing staff and handling tenant enquiries and complaints.
- g) Able to dynamically risk-assess and critically evaluate situations objectively, and problem-solve under pressure.
- h) Exceptionally strong analytical skills and a clear communicator - capable of constructing and delivering clear ideas and concepts concisely and accurately for diverse audiences.
- i) Highly effective diplomacy, mediation and coaching skills. Able to consider and show respect to for the views and opinions of others, and challenge respectfully and constructively.
- j) Able to influence, negotiate, and persuade key stakeholders with an aptitude to focus on the key issues quickly and clearly.
- k) Ability and confident to represent the councils and present information to diverse audiences.
- l) Confidence in lone working in the community and undertaking home visits.
- m) Ability to take a flexible approach to the role and pick up work outside of one's own specialism.
- n) Able to work as part of a team and to lead from the front.
- o) Able to build and maintain effective relationships with internal and external stakeholders.
- p) Excellent IT skills, adept with Microsoft Office products, and able to adapt to new computer systems.
- q) Excellent organisation skills, able to prioritise and manage own workload, handling competing demands in a pressurised environment with minimal supervision.
- r) Willingness to undertake training, undertake reflective practice and take personal responsibility for continuous professional development.

<p>s) Commitment to abide by the CIH Professional Standards and Code of Ethics.</p> <p>t) Understanding of GDPR and data protection, with the ability to ensure compliance and promptly report any data breaches.</p> <p>u) A current driving licence and use of a car.</p>	
<p>Empowering, valuing and developing our people</p> <p>Valuing our customers</p> <p>Being open and honest</p> <p>Taking ownership</p> <p>Being ambitious</p>	<p>A/I/T/P</p>
<p>EQUALITY AND DIVERSITY</p>	
<p>Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their position, background, circumstances, status, appearance and whether they are one of the protected characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation).</p>	<p>A/I/T/P</p>



Our Values

...we believe in



				
OUR CUSTOMERS	BEING AMBITIOUS	TAKING OWNERSHIP	BEING OPEN and HONEST	OUR PEOPLE

We empower, value and develop our people to work together as one dynamic and efficient team.

We care about delivering high quality, customer-focused outcomes with our communities and partners.

We are open, transparent and truthful.

We take pride in our work and take responsibility for our actions.

We are ambitious, inspiring our communities, taking pride in our places and striving for excellence.