

Income Manager

Full-time (37 of Hours) – Permanent
D1 - £40,221 - £44,428 per annum

North Kesteven District Council is seeking an experienced professional to join the Housing Services team; This post puts you at the heart of a busy and varied service, responsible for providing key frontline customer services which is critical in the delivery of the Council's landlord function.

Job Requirements:

- Degree or equivalent qualification and/or extensive experience in local authority or social housing
- Experience of successful income management
- Comprehensive knowledge and understanding across income management and application of appropriate legal action
- Experience in development and delivery of strategic and operational action plans
- To manage a team with the ability to allocate budgets and resources effectively

Key Responsibilities:

- Lead and manage the Income Team
- Administer the Housing Income Policy relating to rent, service charges, leasehold management, sundry debt, recharges and other potential income streams
- Ensure a robust and effective approach to income collection with timely enforcement action where appropriate
- Develop and coordinate delivery of practical advice and assistance to sustain tenancies
- Appropriate legal action and presentation to Court
- Produce reports for information and decision making, and statistical returns

Key Attributes:

- Ability to balance empathy and support with business outcomes
- Ideally a Member of the Chartered Institute of Housing, Certified Practitioner level or working towards Chartered Membership
- Accurate numeracy
- Strong visual and language skills

You will be required to apply a high level of attention to detail with lengthy periods of concentration when carrying out this role, to support the delivery of Housing Services at an management senior level and show an appreciation of the contribution local government can make to the welfare of the people living, working, and visiting the district. If you feel you have what it takes to understand the needs of our customers and have a successful track record in service delivery, this could be the role for you.

If you would like an informal chat about this post, please call
Terry Buzec Housing Services Manager or Tracy Aldrich Assistant Director

**To complete an application form and further details,
please visit our website www.n-kesteven.gov.uk**

The closing date for all applications is **17/05/2024**
The interview date will be **Tues 28/05/2024 or Wed 29/05/2024**



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Flexible Working

Depending on the needs of your role, we may consider requests for flexible and /or part-time working for whatever reason you should need it. We recognise flexible working will not look the same for everyone, because it depends on the nature of the role and the needs of the individual.

Types of flexibility could include:

- Part-time – less than 37 hours per week
- Off-site/remote working – working from home or other sites for part or all the week.
- Compressed hours usually full-time hours but over fewer days or shifts.
- Staggered hours having different start and finish times.
- Set shift patterns to allow for predictability.

Mandatory Job requirements

Does this job require:

Enhanced DBS Check	No
Standard DBS Check	Yes
Basic DBS Check	Yes
Driving licence	Yes
A car available for work	Yes



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DISTRICT COUNCIL

Why join North Kesteven District Council?



Shortlisted for the local government sector's biggest accolades and recognised for our strength, stability and supportive working environment, North Kesteven District Council **is going places.**

Successful Partnerships



With a scale of ambition and achievement that belies our size, North Kesteven is widely recognised as **an effective, positive, and well-respected partner** that is future focused in regard to both the communities we serve and the colleagues who work at NKDC collaborating in successful outcomes.

Awards



- Local Authority of the Year finalist in the MJ Awards 2022
- Council of the Year finalist in the LGC Awards 2022
- Chief Executive of the Year finalist in the MJ Awards 2022
- Investors in People Gold Accreditation 2021
- Investors in People – Health and Wellbeing Gold Accreditation 2022
- Active Lincolnshire's Workplace Wellbeing Award Winner 2021 & 2018
- Colleague motivated by Council wellbeing offer awarded for Active Change and as Active Champion 2021 by Active Lincolnshire
- Campaign of the Year finalist in LGC Awards 2021 for communications partnership work

Commitment to Net Zero



Accelerating bold climate action aspirations, building homes at pace and to high-levels of energy-efficiency, growing capacity and confidence in the local economy, enhancing the local environment, delivering excellent services in ways that customers want them and investing heavily in advancing a District of Flourishing Communities, we draw on the talents of everyone with the team in achieving meaningful progress. With a direct thread linking every colleague's individual action directly to our overarching vision and purpose, it is as important to us that everyone sees how they contribute to and connect with our climate aspirations, as much as to our overall service delivery plans and personal wellbeing commitments

Your Wellbeing



Your wellbeing is as important to us as it is to you; with an agile working preference to facilitate a positive work-life balance, dedicated and award-winning provision of paid wellbeing time, discounted leisure access, generous healthcare and pension arrangements and a supportive culture that is championed throughout the organisation and recognised by public-sector leaders as a 'key priority' for us.

The Benefits

At North Kesteven, we pride ourselves on our benefits package. Colleagues existing benefits cover:



- Local Government Pension Scheme
- Essential Car User Allowance
- Enhanced holiday pay, increasing with time served
- Dedicated counselling services
- Free eye tests and vouchers for glass for DSE use
- A suite of fitness programmes and wellbeing time
- Healthcare cash plan
- Cycle to Work Scheme
- Payment of professional fees
- Discount schemes
- Hybrid working



We know that we are only as good as the people that make us. We are proud of the many conscientious, committed, dedicated and determined individuals who collectively collaborate in shaping excellent, effective and efficient enhancements in the lives, fortunes and opportunities of our customers and our communities. But we're short of one person, specific to this role. If you feel it's you, please let us know how you can contribute and add something more to both what we do and what you do.



To get a sense of what we're planning over the coming years, see:

www.n-kesteven.gov.uk/NKplan

To explore what external industry assessors say about us, see:

www.n-kesteven.gov.uk/CPC2021

To share our longer-term 2030 vision, see:

www.n-kesteven.gov.uk/ourcommunitystrategy

To understand our climate approach, see:

www.n-kesteven.gov.uk/climateaction

To be informed on our strong financial position, see the finance plan at:

www.n-kesteven.gov.uk/NKplan