**Manchester City Council**

**Role Profile**

**Income Manager, Grade 9**

**Housing Services, Neighbourhood Directorate**

**Reports to: Head of Income Management.**

**Job Family: Corporate Organisational Support**

**Key Role Descriptors:**

This role will be a subject matter specialist providing expert advice and support to a range of stakeholders within a specialist area to enable the delivery of service and organisational objectives.

The role holder will provide advice, consultancy support and professional expertise to managers within and across directorates to ensure the organisation is able to meet strategic objectives.

The role holder will directly advise on and manage complex and sensitive issues as identified by a range of organisational stakeholders to deliver effective advice and pragmatic solutions which incorporate best practice and legal requirements.

**Key Role Accountabilities:**

Support and provide expert advice to stakeholders within the organisation to ensure efficient service specific processes and strategies are in place to manage their service requirements.

Lead the development and implementation of systems that provide effective governance over the achievement of organisational plans and objectives. Ensure that plans and processes incorporate and reflect the strategic needs of the directorates as well as the over-arching objectives of the wider organisation.

Identify key strategic service related issues, ensuring the effective implementation of timely and appropriate action. Champion improvements in the quality, consistency and coherence of service focused activities with a consistent focus on improved quality, performance and customer service.

Effectively manage customer consultation working with key stakeholders both internally and externally to ensure feedback mechanisms are in place and maintained properly throughout the service.

Maintain competence in subject matter specialism, undertaking research and information gathering to ensure the Council adopts and maintains best practice in areas of specialism, providing ad hoc advice where necessary.

Oversee the production of effective and accurate management information, ensuring that this is produced accurately and consistently to strict deadlines.

Roles at this level may be required to manage a range of assigned resources. Staff management duties may be either through direct line management (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Personal commitment to continuous self-development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the role holder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role Portfolio:**

The post holder will report directly to the Head of Income Management and be responsible for the management of senior case workers and rent case workers.

They will ensure that the team deliver on performance targets. Leading, managing, coordinating and motivating the team to deliver a highly professional and responsive rent and income service designed to maximise income for Manchester City Council.

To drive policy and performance managing income collection, using the latest technologies and keeping up to date with all relevant legislative changes, particularly in respect of benefits and welfare reforms.

To establish and maintain strong working relationships with outside agencies such as the DWP, HMRC and other services as well as City Council Departments to support tenants.

**Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**Generic Skills**

**1. Communication skills**

Ability to advise and put case across in relatively straightforward, non-contentious situations with ability to negotiate agreements.

Speaks fluently, expresses opinions, information and key points of an argument clearly, makes presentations and undertakes public speaking with skill and confidence.

Writes convincingly and clearly, succinctly and correctly, avoids the unnecessary use of jargon or complicated language; writes in a well-structured and logical way and structures information to meet the needs and understanding of the intended audience.

Ability to advise others and deal with sensitive issues in difficult situations inside and outside own area, negotiating riskier demands.

**2: Analytical Skills**

Ability to absorb, understand and quickly assimilate complex information and concepts and compare information from a number of different sources.

Ability to break them down into component parts, patterns and relationships; probes for further understanding of problems and makes rational judgements from the available information and analysis demonstrating and understanding of how one issue may be part of a much larger system/issue.

**3: Planning and Organising**

Excellent time management skills, creating own work schedules, prioritising, preparing in advance and setting realistic timescales for own self and others. Has the ability to visualise a sequence of actions needed to achieve a specific goal and how to estimate the resources required.

**4: Problem Solving and Decision Making**

Ability to formulate independently a range of options for new or unfamiliar situations and to select the appropriate course of action to produce a logical, practical and acceptable solution. An ability to make independent decisions of a relatively uniform nature.

Strong decision making skills with the ability to resolve complex issuesin a pressurised environment.

**5: Strategic Thinking**

Ability to identify and prioritise objectives that are consistent with the strategic vision of the organisation.

Ability to contribute to the development, implementation and evaluation of strategy to shape future plans.

Ability to identify best practice and analyse trends and patterns to develop ideas for the strategy of the service. Understands adjustments to strategy and helps others to adjust plans accordingly

**6: ICT Skills**

Skills toconfigure appropriate areas of technical support in a large organisation.

Skills to devise and implement document and record systems, including classification, retrieval and retention processes.

Skills to ensure the availability, integrity and searchability of information through the application of formal data structures and protection measures.

**8: Creativity**

Ability to find creative solutions where there are no existing parameters or procedural framework.

**9: Financial Management**

Ability to work confidently with financial data when making decisions: interpret trends, issues and risks in routine financial appraisals.

**10. People Management**

Ability to lead, manage and motivate staff to high levels of performance in order to achieve change and maximise staff potential and contribution to the achievement of identified aims and objectives. Can also lead and plan the work of the team which deals with more diverse issues.

Ability to secure and direct resources to fulfil work requirements over a wide service area, motivating, guiding and coaching others towards accomplishment of objectives/tasks.

Can demonstrate how they and colleagues contribute to the vision and objectives of the organisation and how this defines their team and personal objectives; Ensures that good performance is recognised and rewarded and that poor performance is tackled.

**Technical Requirements (Role Specific)**

* Detailed knowledge of welfare benefits, Universal Credit, tax credits legislation, case law, policies, procedures and guidance.