

Job Description and Person Specification

Income Maximisation Officer

A Lambeth to be proud of



Job Description

Job title:	Income Maximisation Officer
Grade:	SO 2
Department:	Resident Services
Division:	Housing
Responsible to:	Head of Income Maximisation

Main Purpose

Main purpose of the job

- To provide an efficient empty property management and letting service for residential and non-residential units including garages, sheds, allocated parking bays, cycle stores, and converted laundry spaces, to minimise turnaround times and maximise income.
- To maintain waiting lists for non-residential units.
- To manage and monitor the parking enforcement contractor and the performance of the contractors and handypersons repairing garages, sheds, etc.

Key Accountabilities

1. To process empty homes through the voids and lettings process including arranging and undertaking viewings with prospective tenants, conducting sign ups and diarising new tenant visits for Neighbourhood Housing Officers
2. To let non-residential units in line with process. This will include units such as sheds, allocated parking bays and cycle storage
3. Respond to correspondence, complaints, members' enquiries, Freedom of Information and Subject Access Requests which are within the post holder's responsibility and make suggestions for improving service delivery

4. Provide assistance, advice and information to residents on the full range of Income Maximisation services and work with other service areas (e.g repairs) to ensure all contractual responsibilities are met.
5. Update management information systems, waiting lists and databases with, for example, data relating to customer information and audits.
6. To liaise with Tenants & Residents Associations, residents, and other agencies to ensure resolution of problems that arise in relation to the parking issues and parking contracts managed by Housing Services.
7. To provide advice and information as required regarding tenancy issues and make necessary tenancy changes to the data base and provide timely and accurate monitoring reports.
8. To action to repossess non-residential assets where customers have failed to clear the debt or make repayment arrangements.
9. Coordinating property site attendance visits with external security contractors to allow Surveyor and Contractor access.
10. Ensure compliance with housing policies, regulations, and legal requirements - Collating compliance documents for a prompt tenancy sign up.

Performance Management

11. Contribute to the successful delivery of all KPIs within the Housing Management Officer remit
12. Be aware of Lambeth Council's overall aims of objectives

Policies and procedures

13. Adhere to policies and procedures

Finances and budgets

14. To be mindful of the financial context within which we work and to contribute to the provision of a cost-effective service

General

15. To work flexibly in undertaking the duties and responsibilities of this job and participate as required in multi-disciplinary cross-department and cross-organisational groups and task teams.
16. To take responsibility, relevant to the post, for ensuring that Council statutes and government legislation is upheld. This includes, amongst others; Management Compliance Charter, Environmental Policy, Data Protection Act, Race Equality Action Plan, Quality Assurance Plan, Health & Safety, Sustainable Construction and Recycling.
17. To make a contribution, appropriate to the post for tackling racism and promoting good race, ethnic and community relations
18. To undertake any other duties that may be required. These may be varied from time to time to meet the needs of the service
19. Office-based with regular property visits and inspections.

PERSON SPECIFICATION

Income Maximisation Officer (SO2)

<p>It is essential that in your written supporting statement you give evidence or examples of your proven experience in each of the shortlisting criteria marked Application (A)</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with a “Tick” (✓) on the person specification when you complete the application form.</p>			Shortlisting Criteria
<i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i>			
Key Knowledge	K1	Knowledge of voids business operations processes or equivalent property management experience.	✓A
	K2	Knowledge of voids module on Northgate, Power Bi, Information @ Work, DocuSign, and Digital Project Management Platforms.	
	K3	Knowledge voids lettable standards and Choice Based Lettings processes.	✓A
Relevant Experience	E1	Experience of working to tight deadlines and of setting and achieving targets with consistency.	✓A
	E2	Proven experience working in a property management (or equivalent) organisation.	
	E3	Proven experience in problem-solving and working autonomously, building, and managing relationships.	✓A
	E6	Experience as a senior manager within a large, complex, customer-focused organisation with a significant element of budget and performance management.	
Core Values and Behaviours		<p>Equity</p> <ul style="list-style-type: none"> Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter. 	

		<ul style="list-style-type: none"> • Ensure fairness and justice is at the heart of my decision making and support to my team and others. • Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do. • Develop others and ensure we work as one team for Lambeth, encouraging everyone to play their part • Take positive action to ensure everyone in my team has opportunities to learn and grow at work • Encourage everyone to be themselves at work and value who they are • I am inclusive and actively celebrate diversity, recognising everyone in my team as individuals. 	
		Kindness <ul style="list-style-type: none"> • Treat each member of my team with respect and dignity just as I would want for myself. • Encourage each member of my team to do their very best work and am available to them to provide support and guidance. • Personalise my support to each team members and look out for them, lending a hand wherever I can • Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together • Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard • Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals. • Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth. Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that impact on them, working together to find solutions. 	
		Accountability <ul style="list-style-type: none"> • I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way • I ensure my team and employees take individual and collective accountability for performance and delivery, making sure that they have clear plans and performance objectives. • I ensure my team plan ahead, getting the basics right and take swift action when problems arise 	

		<ul style="list-style-type: none"> • I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others. • I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track. • I share my learning, knowledge and skills with others thorough coaching and mentoring and encourage others to do the same. • I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do. • I encourage my team to learn and grow and ask questions to find the information they need to do their jobs 	
		<p>Ambition</p> <ul style="list-style-type: none"> • Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do. • Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved. • Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together • Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes • I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities. • Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries. • Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth. 	