

# TAFF

We deliver great homes and services  
and support communities to thrive.

Taff is responsible for over 1,500 homes across Cardiff and we provide support services to people across four local authorities in South East Wales.

We develop and deliver reliable services. Building and maintaining quality homes, working with local communities and building long-term partnerships.

As we continue to grow, we'll continue to use our position of influence to create positive change.

## Our Values

We inspire  
**Trust**



We are  
**Ambitious**



We are always  
**Learning**



We are  
**Kind**



## **Advert**

We have an exciting opportunity for a highly motivated individual with a passion for delivering high levels of customer service to join our team. If you'd like to join a forward-thinking organisation with great benefits and good career opportunities then we'd love to hear from you.

You will need to be enthusiastic and able to achieve results as well as a great team player and colleague. We're looking for a natural leader to help guide our Income Team to overcome challenges and continually improve our services.

**Role:** Income Manager

**Responsible to:** Head of Housing and Communities

**Team:** Income Team

**What you'll do...**

Lead our Income Team in supporting tenants to meet their rental obligations and maximise rental income for Taff.

**The values and behaviours you'll bring to the role:**

First and foremost, you will need to be passionate about the difference the delivery of housing services can make to people's lives.

You will also need to be positive, flexible, enthusiastic and focused on achieving results.

**You will also need to be:**

- A great colleague and team player
- Committed to delivering excellent customer service
- Demonstrate compassion, empathy and a clear respect for others' thoughts and feelings
- Be open, authentic and embrace and drive change
- Seek out best practice and be a positive role model for colleagues
- A natural leader who guides and supports colleagues to overcome challenges

**What you will be responsible for?**

**Leading the Income Team**

- Create a positive team culture and clear parameters for the team to succeed
- Understand and communicate what good looks like on a regular basis
- Provide strong support and guidance to your team members to achieve results.
- Involve your team and tenants in planning and designing services

- Use data, insights and IT solutions and allow your team to make the best of their time and focus their resources
- Provide the team with the skills and training to improve their service offer and career development

### **Maximising rental income for Taff**

- Monitor overall payment and arrears trends.
- Ensure the Income Team offer proactive, modern, and flexible interventions that impact positively on rent collection.
- Be the expert in the impact of external factors on arrears and rental payments.
- Collaborate with partners and stakeholders to learn and implement best practice
- Supply a clear focus on supporting tenants to remain in their homes and access the help they need
- Offer reasonable adjustments to services that ensure all tenants are offered quality services, irrespective of their differing requirements.
- Make effective use of IT to offer better and more efficient rental collection services.
- Oversee accurate and smooth rent and service charge setting processes

### **Measuring and improving performance**

- Build, maintain, adapt a reporting framework that allows Taff to effectively project expected income to allow business planning.
- Demonstrate consistently high performance via robust reporting structures and confidently report on performance to Senior Leadership and Board.
- Control and oversee budget performance
- Swiftly address areas of under-performance.

### **Being a great team player**

- Work positively with others to deliver great housing services
- Be a leader in the business who offers positive challenge and innovation.
- Demonstrate empathy and respect for others.

## **The Person**

### **Knowledge, Skills and Experience**

#### **Education**

##### **Desirable:**

- Degree level education in a relevant subject or recognised related professional qualification
- Full or part qualified in a housing-related subject e.g.
- HNC/Post Graduate diploma in Housing Policy and Practice.

#### **Experience & Knowledge**

##### **Essential:**

- Experience of income and arrears management work within a housing setting.
- Experience of achieving high levels of income and arrears related performance
- Experience of staff management or supervision, and dealing with difficult staffing issues
- A proven track record in performance management
- Experience of working with vulnerable client groups, and within a multi-cultural environment
- A proven track record in providing customer focused services
- Excellent levels of IT proficiency, including the use of all Microsoft Office applications, including Word, Excel and Teams
- Good knowledge of Welfare Benefits.
- Up to date knowledge of housing practice and housing legislation
- A good understanding of Equal Opportunities and related legislation
- Knowledgeable and experienced in managing services

##### **Desirable:**

- Fluent in a community language other than English.

## **Skills and Aptitude**

### **Essential**

- A role model for team members and colleagues
- Resilient
- Ability to build consensus
- Strong customer care
- Work well under pressure
- Excellent writing ability
- Effective negotiation ability
- Able to build rapport and develop / maintain relationships and partnerships
- Collaborative
- Outcomes focused
- Innovative
- Effectively use statistical data from a range of sources to inform strategic business decisions
- Confident with complex financial information to inform decision making
- Excellent verbal communication and be able to adapt to different settings as appropriate.
- Highly literate and numerate
- Full driving license and access to a car

## **Diversity**

### **Essential**

- To encourage individuals to value diversity and challenge behaviour which undermines the ethos of equality.
- Demonstrate and respond to the diverse requirements and needs of individuals.

## **We'd also need you to be**

- Digitally savvy, able to use Taff's latest technology/kit
- Comfortable to work in an agile environment, with a focus on 'getting the job done'
- Actively anti-racist and tackle all types of discrimination, not just for our customers, but for our colleagues too, welcoming and celebrating difference.
- Possess a positive 'can do' attitude and actively contribute to creating an awesome Taff culture



## **We ask all Taff employees to...**

- Keep up to date with changes in systems, policies, procedures and working practices
- Take ownership for your personal safety and that of those around you
- Take the opportunity to develop your skills and knowledge
- Contribute to a happy and positive workplace

\*This job description is indicative of the range of current duties and responsibilities for the post. It is not comprehensive. This post is expected to develop over time with the skills and knowledge of the post holder and it is essential therefore, that it is regarded with a degree of flexibility, so that changing needs and circumstances can be met. All changes will be discussed with the post holder.

## Conditions of Service

Annual salary £42,192.36

Contract type Permanent

Working Week 35 hours a week, normally Monday - Friday  
Flexible working in accordance with our Work life Balance Policy. Should business needs change, you may be expected to work at our other sites.

Location We all work in an agile way and this role can be delivered as part of a blended approach requiring some location working at our Head Office at Alex House, Canton, Cardiff CF5 1JD.

### Colleague Benefits

- Unlimited annual leave (trial basis until December 2022 after which time the 25 days annual leave entitlement with extra 1 day leave after 5 & 10 years' service – total of 27 days will apply)
- 4 extra concessionary days and public bank holidays.
- Defined Contribution SHPS Pension scheme with a maximum contribution of up to 9.25%.
- Enhanced sick and maternity pay
- Simplyhealth cash plan covering optical, dental, chiropractic treatment and more.
- Permanent Health Insurance through Canada Life.
- 'WeCare' service through Canada Life for employees and their household giving access to GP consultations, specialist counselling and many other services
- Employee Assistance Programme through LifeWorks
- Business Mileage expenses will be reimbursed when using your own motor vehicle for use on official journeys.

Checks Reference checks required. Appointment will be confirmed only upon satisfactory response

Probationary Period: 6 months.

To apply for this post and to view all our current vacancies please visit <http://www.taffhousing.co.uk/vacancy/>.

**Closing date: Monday 5<sup>th</sup> September 2022 at 9am**

**Interview date: Friday 9<sup>th</sup> September 2022**