

# Rents Team Leader

Within the **Customer Finance Service**



## SALARY

Between £30,984 and £35,336

## RESPONSIBLE FOR

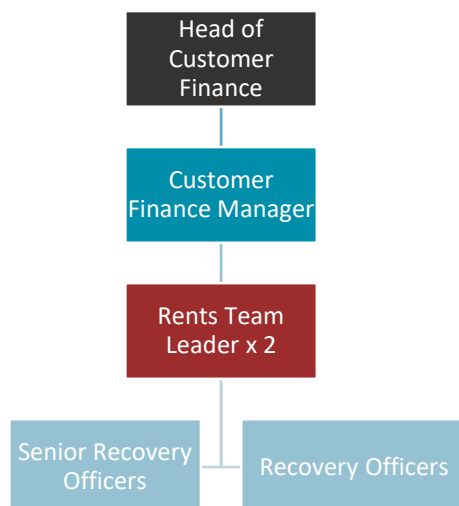
Senior Recovery Officers and Recovery Officers

## RESPONSIBLE TO

Customer Finance Manager

## CORE PURPOSE

Maximise rental income; support customers to improve their quality of life and sustain tenancies



As the Rents Team Leader you will lead, manage, mentor and coach a team of Rent Recovery Officers to be the best that they can be, and get the best possible outcomes for customers.

You will ensure that rental income is maximised and that tenants are advised and supported effectively to sustain their tenancies, so that Stockport Homes remains a top performer across the sector in this area.

You will monitor targets and effectively manage the performance of your team of Recovery Officers, ensuring a consistent approach and keeping the team focused and engaged.

You will suggest, develop and implement plans to improve performance and support the team to achieve their targets and goals.



### PENSION

Access to the generous benefits the GMPF scheme offers, including life cover



### GENEROUS ANNUAL LEAVE ENTITLEMENT

25 days annual leave plus the opportunity to earn additional days leave



### HEALTH CASH PLAN

Claim back a proportion of your everyday healthcare and medical expenses



### WELLBEING

Access to a confidential support service which provides counselling



### PERSONAL GROWTH

Access learning and development opportunities to maximise your strengths and utilise your talents



### FLEXIBLE WORKING

Flexible working arrangements ensure you can achieve a healthy work life balance

## **RESPONSIBILITIES** *the Rents Team Leader will...*

- ✓ Be accountable for a team of Recovery Officers, ensuring they are getting the best possible outcomes for customers, maximising their income and encouraging them to be financially responsible, always role modelling Stockport Homes values in their approach
- ✓ Be responsible for providing day to day management of the team, ensuring all operational responsibilities are met and that there are regular meetings, both with your team and individuals to provide feedback and updates
- ✓ Take ownership of more complex arrears queries received by the team and represent Stockport Homes at County Court possession hearings when required
- ✓ Motivate your team to ensure they remain focused and engaged
- ✓ Provide intensive coaching to support Recovery Officers to maximise their strengths and talents, as well as effectively managing any under-performance issues
- ✓ Build effective working relationships with other teams to ensure that support provided to customers is maximised and coherent
- ✓ Ensure that the team are supported by contributing to the overall workload and prioritising effectively
- ✓ Look to improve performance by developing new ideas to improve collection and implementing them
- ✓ Carry out any other duties appropriate to this post, as necessary or as requested

## **STRENGTHS** *the Rents Team Leader will deliver key responsibilities by...*

- ✓ Taking personal responsibility for making things happen; coaching, mentoring and motivating the team to be the best that they can be
- ✓ Understanding our customers, making decisions on a case by case basis and providing the right support
- ✓ Developing an innovative, efficient and effective service to meet the needs of customers
- ✓ Encouraging collaborative working, building partnerships internally and externally to benefit the business and customers
- ✓ Demonstrating a commitment to your own personal learning and development
- ✓ Embracing a culture of excellent performance, change and continual improvement
- ✓ Demonstrating hard work, commitment and tenacity
- ✓ Having a 'can do' approach and putting customers at the heart of what you do

## REQUIREMENTS *the Rents Team Leader must be able to demonstrate...*

- ✓ Previous experience of rent collection in a high performing Social Housing context
- ✓ Excellent knowledge of rent recovery processes and County Court possession proceedings
- ✓ Excellent knowledge and understanding of welfare benefits and the impact of welfare reform changes on customer's ability to pay their rent
- ✓ The ability to lead a high performing, highly engaged team
- ✓ Effective coaching and influencing skills
- ✓ Effective decision making skills to ensure the best outcome based on the individual's circumstances
- ✓ Excellent communication skills and be able to effectively build relationships with a range of teams and individuals
- ✓ A positive 'can do' approach putting customers at the heart of everything they do

## VALUES *the Rents Team Leader will role model core values through....*

### Ambition

We have the ambition & courage to challenge; translating this into commercial success & brilliant outcomes for customers

### Social Responsibility

We always try to do the right thing; using our role as a service provider, employer & buyer to generate trust, build our communities & empower our people

### Passion

We have a passion for what we do; with positive, motivated & enthusiastic staff who enjoy their work

### Innovation

We are innovative in everything we do; with the agility, creativity & edge to keep defying expectations & delivering fresh & exciting things

### Respect

We treat each other with respect; supporting & inspiring one another & collaborating across teams & partnerships

### Excellence

We continually improve how we work; challenging the status quo, learning from what goes well & always being professional



The Prince's Responsible Business Network  
Race at Work Charter signatory



INVESTORS IN PEOPLE

Platinum Until 2022



Health & Wellbeing Award

