

Job Title: Team Leader

Date: September 2020

Service Area: Income Management

ADDITIONAL DUTIES TO JOB DESCRIPTION

In addition to the duties and responsibilities specified in the **Team Leader** Job description, the duties below relate specifically to this post.

- To directly line manage Housing Officers covering Income Management with overall responsibility of c 8 staff. These Officers manage geographical patches, working with KNH customers to maintain a clear rent account and sustain their tenancies.
- Work with the other Team Leaders to ensure that the income management service is responsive, keeping abreast of the latest changes in welfare benefit policies affecting social housing tenants' and enabling tenants to live in successful tenancies in great neighbourhoods.
- Work collaboratively with key partners and colleagues internally and externally (such as the DWP, Housing Benefit Teams and Housing Support providers) to improve performance and services to customers. Including working closely with housing management, partnerships and customer support and information teams.
- Contribute to the development of collaborative working relationships across the service area, Directorate, wider KNH and the Council.
- To work as part of the Income Management Team and to work with your team to create and deliver Annual Service Plans which focus resources and activities on core priorities.
- To monitor and develop ideas to improve income management performance.
- To review your teams' performance and assist with the development of options for continuous improvement, contributing towards IT, Policy and Procedural improvements.
- To develop skills that reflect the Neighbourhoods Directorate Leadership Charter:
 - Put customers first
 - Provide excellent services and aim to get things right first time
 - As individuals, be the best that they can be
 - Work efficiently and professionally
 - Embrace joined up working across KNH and with partners
 - Support and look after each other.

Please note – the Kirklees Council is currently reviewing it's housing management arrangements which may lead to a change for KNH with the service being returned to the council