



## Job Description and Person Specification

### Housing Finance Team Leader

Job Details	
Grade	GRD7
Service	Housing & Homelessness
Location	Friargate
Job Evaluation Code	A6283

#### About Coventry City Council

We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:

**Open and fair:** We are open, fair and transparent.

**Nurture and develop:** We encourage a culture where everyone is supported to do and be the best they can be.

**Engage and empower:** We engage with our residents and empower our employees to enable them to do the right thing.

**Create and innovate:** We embrace new ways of working to continuously improve the services we offer.

**Own and be accountable:** We work together to make the right decisions and deliver the best services for our residents.

**Value and respect:** We put diversity and inclusion at the heart of all we do.

#### Job Purpose

Manage a small team of finance and admin officers to provide excellent customer service while maximising rent payments from temporary accommodation residents. Collaborate with the Housing Benefit Team to ensure rental payments are active, addressing any issues promptly. Work with the Corporate Income Team to minimise debt and escalate non-payments per policy. Ensure invoices are paid according to council procedures. Issue rent and storage charges in line with the Charging Policy. Ensure compliance with financial regulations and develop partnerships to optimise income collection standards.

#### Main Duties & Key Accountabilities

Managing a small group of finance and administrative officers to deliver excellent customer service while increasing rent payments from temporary accommodation residents.

Managing the collection of licence fees, storage charges, and Housing Benefit. Ensure all tenancies have a live and accurate rent account at all times. Maintain accurate financial and other records and activities.
Co-ordinating, allocating and monitoring workloads to ensure good customer focus, performance targets are met, and maximum efficiency is achieved and maintained.
Maintaining current knowledge of Housing Benefit legislation , relevant case law, procedures, and policies to provide training, advice, and guidance to staff.
Managing, implementing, and maintaining regular performance management and review arrangements for staff. Identify training and development needs and support individuals in accessing appropriate training. Provide an annual Performance Appraisal for all staff.
Managing directly a team of staff. Identify individual and team objectives in line with the service plan. Taking responsibility for recruitment of new members of staff across the service area. This will include advertising, shortlisting and Interviewing, giving feedback and planning the induction. Monitoring all aspects related to general health, safety, and wellbeing.
Deputising for the Housing and Homelessness manager. Managing and responding to enquiries from the Housing & Homelessness Operational Lead and Head of Service.
Assisting with the development and implementation of new technology, legislation and procedures. Conducting, chairing and minute taking at Management and Team meetings.
Liaising with partners and stakeholders on procedural and operational levels to ensure the provision of a high-quality service to customers. Working jointly with corporate income to reduce bad debt.
Ensuring all invoices are sent to customers and payments are received. Monitoring proformas and invoices from providers and ensuring payments align with Coventry City Council's policy.
Participating in projects will be required as part of responsibilities reasonably associated with your job role.
Performing any additional tasks and responsibilities that fall within the scope of the specified salary grade.

Key Relationships	
External:	Commissioned and non-commissioned services External accommodation providers
Internal:	Revenues and Benefits Council Tax Corporate Income Control Team System Support Team Other internal stakeholders

### Standard Information

Post holders will be accountable for

- carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies. Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.
- attending any training and undertaking any development activities that are identified as mandatory/beneficial to their role.
- any other duties and responsibilities within the range of the salary grade.

### Responsible for

Staff managed by post holder: 3 x Accommodation Officer G5, 1 x Housing Support Officer G3

## Person Specification

### Requirements

Knowledge	Current knowledge of Housing and Homelessness, Housing Benefit and Council Tax legislation. An understanding of temporary accommodation subsidy regulations would be an advantage but not mandatory.
	Knowledge of the relationship between the Revenue & Benefits department and other departments and partners e.g., Housing, Discretionary awards, and Appeals.
	Knowledge of the Data Protection Act and able to take appropriate action if breaches are identified.
Skills And Ability	Proficiency in utilising standard software such as Word, Excel, and Office, alongside accurate data entry and retrieval within team ICT systems.
	Analytical Thinking - Shows the ability to gather information to understand issues
	Excellent communication skills and ability to work in a team and with other colleagues and partner organisations. Ability to communicate with a wide variety of audiences (e.g. customers; housing providers; landlords; colleagues) using a variety of resources
	Possess self-management skills, to enable workload organisation,

	<p>prioritisation and implementation, with minimal supervision.</p>
	<p>Managing Performance; sets clear and challenging objectives for staff, defines responsibilities, and looks to bring out the best in them. Monitors progress and address any shortfalls</p>
	<p>Ability to adapt to ever changing situations, to prioritise and re-prioritise, managing multiple work tasks and projects simultaneously. Ability to work quickly and accurately to meet conflicting deadlines.</p>
<p>Experience</p>	<p>Experience of working closely with Housing Benefit services and associated IT systems, including Academy or similar platforms</p>
	<p>Experience in managing teams, using a range of management, team-building, and motivational techniques to drive performance.</p>
<p>Qualification</p>	<p>Special Requirements None</p>