**London Borough of Lambeth**

# JOB DESCRIPTION

**Job title:** Income Maximisation Officer

**Grade:** SO2

**Department: Resident Services**

**Division:** Housing

**Responsible to:** Income Maximisation Manager

# 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 liaise with Income Collection staff to take action to repossess facilities where customers have failed to clear the debt or make repayment arrangements
9. To coordinate new parking schemes including the balloting of residents and liaison with Highways, Neighbourhood Housing Teams and TRAs to implement schemes
10. Oversee allocation of Housing parking permits

**Performance management**

1. Contribute to the successful delivery of all KPIs within the Housing Management Officer remit
2. Be aware of Lambeth Council’s overall aims of objectives

**Policies and procedures**

1. Adhere to policies and procedures

**Finances and budgets**

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

# General

1. 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.
2. 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.
3. To make a contribution, appropriate to the post for tackling racism and promoting good race, ethnic and community relations
4. To undertake any other duties that may be required. These may be varied from time to time to meet the needs of the service
5. Occasional evening and weekend working as required

**COMPETENCY BASED PERSON SPECIFICATION**

Job Title: Income Maximisation Officer (SO2)

It is essential that in your written supporting statement you give evidence or specific examples of your experience in each of the short listing criteria marked **Application** (**A**). You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.

I you are applying under the two ticks scheme, you will need to give evidence or examples of your proven experience in the areas marked with “Two Tick” (**)** on the person specification when you complete the application form.

Job descriptions are not exhaustive and the job holder may be required to undertake duties which are broadly in line with the above responsibilities depending on the exigencies of the service.

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| --- | --- | --- | --- | --- |
| **Criteria** | **Code** | **Description** | | **Short listing criteria** |
| **Qualification** | **Q1** | Educated to NQF level 3 (e.g. A Level / BTEC National Diploma, NVQ level 3) or has equivalent demonstrable experience | | **A** |
| **Knowledge** | **K1**          **K2** | An understanding of the issues of housing, empty property management and letting, health and safety and how these impact on the well-being of residents and the responsibilities of landlords    Knowledge of current legislation relevant to housing, tenancy and leasehold management | | **A**          **A** |
| **Key**  **Competencies** | **CS1**        **CS2** | **Communicating in writing**  Produces clear and well-structured written work, which creates a positive impact on the recipient(s)    **Planning and managing activities**  Effectively manages own workload, prioritizing effectively and consistently meeting deadlines | | **A** |
| **Key**  **Behaviours:** |  | **Focuses on Citizens: Level 2 Systematically embeds a citizen focused culture**     Ensures that employees and delivery partners keep citizen needs at the forefront of what they do eg. Through the use of performance management processes | | Application/  Interview |
|  |  | **Take Ownership: Level 2**  **Drives continual improvement**   Constantly thinks ‘how could we do this better?’ e.g. doing something faster, more efficiently or to a higher standard | | Interview |
|  |  | **Works collaboratively: Level 2**  **Builds a unified approach to delivering outcome**   * Helps create joined up solutions across the Borough, partner organisations and citizens * Builds commitment from others (including citizens) to work together to deliver agreed outcomes | | Interview |
|  |  | **Integrity: Level 2**  **Walks the talk**   Champions the values of the Cooperative Council and own personal values through words and actions. | | Interview |
|  |  | **Committed to the Borough: Level 2**  **Puts the Borough first**   Puts Borough needs before own service area needs e.g. gives up resources to support improved outcomes for citizens elsewhere in the Borough | | Interview |
|  |  |  | * Publically supports decisions made that benefit the Borough, even if they are unpopular or involve difficult choices to be made |  |
| **Special**  **Requirements** | **S1** | Ability to work evenings and weekends as required by the job | | Application/  Interview |