



Job Description and Person Specification

Job Title	Rent Operations Manager
Job Grade	NCC Grade I
Reports to	Head of Rents
Direct Reports	Rent Account Managers x 11 Enforcement Officer
Other Resources	Company laptop, mobile phone.
Role Purpose	To effectively manage the recovery of unpaid rent, including taking legal action where necessary, to maximise revenue and fund essential service.
Key Accountabilities	<ul style="list-style-type: none"> • To manage the Income Team, including the setting and monitoring of team and individual targets. • Lead service delivery developing robust procedures and performance standards for the service. To ensure that customers receive an effective range of appropriate support and assistance in paying their rent, including benefit and debt advice. • To have full responsibility to deputise in the absence of the Rent Operations Manager and Rent Administration Team Manager. • To regularly review best practice and new innovation to ensure that the service area is at the forefront of excellent rent recovery practice. • To continuously review and develop the team's performance and value for money against best practice and external benchmarks • To effectively manage resources to ensure that targets and performance indicators are achieved and maintained. • To promote a strong rent first culture throughout Nottingham City Council Housing Services (NCCHS) in order to maximise income.



	<ul style="list-style-type: none">• To ensure that legal, statutory and any other relevant provision governing or affecting the service area is adhered to and attending Court in the absence of the Enforcement Officer.• To prepare, interpret and present potentially complex performance and service delivery reports succinctly to senior management and the board.• To act as a Company ambassador, promoting the Company's culture and values internally and to other stakeholders.• Support the Head of Rents to lead, manage and develop the section.• To undertake project work as directed by the Head of Rents which contributes to the strategic aims of the Company and the delivery of excellent housing services.• Additional duties as allocated by NCCHS as and when required
--	--

June 2023

Signed and agreed by the post holder..... date.....

PERSON SPECIFICATION – Rent Operations Manager

Requirements	Essential – E /Desirable - D
Experience and knowledge	
<ul style="list-style-type: none"> • Previous management experience gained in a fast moving, pressurised housing management or customer facing environment dealing with complex issues and competing priorities. • Delivery of continuous improvement to a diverse community • Proven experience, knowledge and understanding of legal framework (acts and statutes) relating to housing services and people management • Knowledge of Housing Benefits and Welfare benefits. 	E E E E
Skills & Abilities	
<ul style="list-style-type: none"> • Ability to lead and motivate a team enabling high quality performance • Able to offer excellent written, verbal, interpersonal & presentation skills • Ability to work collaboratively and communicate at all levels • To performance manage a team and drive organisational change in an effective manner • Ability to offer excellent negotiation, project management and budgetary skills • Ability to conduct research using analytical skills to interpret data • To be a strategic thinker with ability of forward panning • Make clear decisions on complex issues in a timely manner • Make best use of the resources available • Ability to utilise Microsoft Office effectively 	E E E E E E E E
Qualifications	
<ul style="list-style-type: none"> • NVQ level 4/5 or working towards a Chartered Institute of Housing qualification or an alternative relevant qualification. • Evidence of continued professional development. 	E E
Behaviours	
<ul style="list-style-type: none"> • Positive, professional attitude to getting things done • Creative and innovative, encourages fresh thinking • Deliver services through joint working • Ambassadorial and approachable to stakeholders 	E E E E

Author: Head of Rents