

# Income Services Manager

## Job Description

**Pod:** Finance

**Stem:** Income Management

**Reports to:** Senior Finance Manager

**Direct reports:** Income Specialist, Income Assistant, Income Advisor and Relationship Specialist



## Red Kite's Expectations

At Red Kite we don't just work for our customers, we work with them. This role sits within our Finance Team and provides leadership and direction to our Income Stem who have responsibility for all income management services for Red Kite and Twenty11.

The effective collection of all our income is fundamental in underpinning the financial viability of the Group and maintaining its reputation. This role will support the Assistant Director-Finance in identifying, monitoring, and managing the associated risks of income management, and complying with all relevant law, Regulatory Standard, and Group Policies.

A core aspect of the role includes leading on our rent setting activities for Twenty11, and supporting, and when required to lead, the Three Lines of Defence for all Group rent setting and new tenancies.

The Income Services Manager will represent the Finance Pod, and when required, the Assistant Director-Finance, at all levels of the business, and with external partners. The Income Services Manager will need to strike a balance between strategic and operational focus, whilst inspiring their Team, and the wider business, to achieve challenging objectives in an ever-changing environment.

## Key Responsibilities

- Present to Senior Management and then demonstrate the delivery of key objectives that support the Corporate Plan.
- Report to Senior Management on income collection performance, ensuring corrective actions are taken promptly.
- Support the Assistant Director-Finance with risk management and lead on producing the monthly Assurance Report to the Rent Compliance Group.
- Build effective relationships internally and externally with key stakeholders.
- Embed the Group's vision and lead the Income Stem to create an empowered, accountable team.
- Work collaboratively with senior managers and partner organisations to deliver services and generate efficiencies.
- Horizon scan 1–3 years, identifying emerging practices and innovation.
- Lead and direct the income collection service, developing a high-performing customer-focused team and identifying growth areas.
- Support rent-setting compliance across the Group and lead on the Three Lines of Defence.
- Investigate and respond to complaints, ensuring corrective actions and service improvements.
- Ensure performance measurement systems are in place to monitor standards, income, and compliance.
- Plan and deliver projects, initiatives, and strategies to support strong income services and meet objectives.

- Support budgeting and forecasting for the service area and recommend KPIs to Senior Management.
- Keep up to date with legislation and best practice, supporting new policies and service improvements.
- Develop innovative projects with the Tenancy Management team to support residents.
- Act as subject matter expert in income management across all tenures, including welfare benefits, ethical debt management, and financial inclusion.

## Our essentials

- Substantial experience in social housing management at a senior level with strong income and housing management knowledge.
- High-level understanding of current housing policy, the social housing sector, and statutory/regulatory frameworks.
- Educated to degree level or equivalent relevant experience. Chartered Institute of Housing (CIH) Level 4 or above.
- Experience in leading and developing teams.
- Demonstrable experience delivering service improvements or transformation with excellent outcomes.

## Qualifications, Skills & Experience

- Educated to degree level or equivalent relevant experience. CIH Level 4 or above.
- A manager who balances support with performance challenge, enabling growth and accountability.
- Someone who works well under pressure and can prioritise effectively.
- Strong understanding of relevant legislation and the services delivered.
- Expert in customer service with experience providing high-quality, high-performing services.
- A solutions-focused person who sees opportunities, contributes ideas proactively, and does what's right — not what's easy.
- A natural, confident leader who motivates teams to achieve outcomes. Someone who instils confidence in others.
- Passionate about leading a high-performing, efficient team that adds value to customers and is “tenant-led.”
- Confident and independent with strong problem-solving skills, able to build these qualities in others.
- Comfortable working with colleagues at all levels, from team members to Senior Management and the Board.
- Someone who never settles for mediocrity and continuously challenges the norm to improve performance and services.

## General Responsibilities

This section outlines the broader responsibilities and organisational expectations that apply to all Red Kite employees, in addition to the role-specific requirements of the post.

- a) **Tenant Focus** - Deliver a responsive, respectful and inclusive service to Tenants, placing their needs at the centre of decision-making and always ensuring a positive Tenant experience.
- b) **Compliance and Regulatory Standards** - Ensure all activities comply with relevant legislation, regulatory standards (including the Regulator of Social Housing), and internal policies, maintaining the highest standards of governance and accountability.
- c) **Safeguarding** - Promote and safeguard the welfare of Tenants and staff, recognising and appropriately responding to safeguarding concerns in line with Red Kite policies and statutory requirements.
- d) **Health and Safety** - Take reasonable care for the health and safety of yourself and others, ensuring compliance with health and safety legislation, policies, and procedures at all times.
- e) **Equity, Diversity and Inclusion (EDI)** - Actively support equity, diversity and inclusion, treating all individuals with dignity and respect, and contributing to an inclusive environment for employees and Tenants.
- f) **Values and Behaviours** - Demonstrate and promote organisational values and expected behaviours, contributing to a positive, collaborative and high-performing culture.
- g) **Data Protection and Confidentiality** - Handle all information in accordance with GDPR and data protection requirements, maintaining confidentiality and ensuring data integrity.
- h) **Financial and Resource Responsibility** - Use organisational resources responsibly and, where applicable, operate within delegated financial limits to deliver value for money.
- i) **Flexibility Clause** - Undertake any other duties commensurate with the role, as reasonably required, to support the effective delivery of services.
- j) **Hybrid Working** - Work flexibly in line with organisational arrangements, balancing business needs with effective collaboration and service delivery.
- k) **Commitment to Professional Development** - Maintain and develop professional knowledge and skills, participating in training and development opportunities as required.

**This job description is subject to regular review and appropriate modification.**