

Senior Income Specialist

Job Description

Pod: Finance

Reports to: Income Services Manager

Direct reports: None



Red Kite's Expectations

At Red Kite, we don't just work for our tenants, we work with them. Building and sustaining strong relationships is central to our success. We are looking for someone who is commercially aware, customer-focused and committed to supporting our communities.

As a senior member of the team, you will lead by example and drive high performance, taking ownership of your work and delivering strong results. You will embrace continuous improvement and change, adapting your approach to meet the individual needs of customers, while balancing a competitive mindset with a collaborative approach to achieve success across the team.

Key Responsibilities

- Manage a patch of arrears cases, ensuring effective case management and compliance
- Support the Income Services Manager in leading and motivating a team of Income Specialists
- Conduct regular one-to-ones and provide coaching, feedback, and performance oversight
- Monitor team performance through data analysis, identifying risks and driving improvements
- Review cases and carry out audits to ensure consistency and quality of service
- Deputise for the Income Services Manager when required
- Act as the first point of contact for team support, guidance, and decision-making
- Manage arrears across Red Kite and Twenty11 homes, supporting customers to resolve debt and sustain tenancies

Other Responsibilities

- Maintain accurate and up-to-date records across all systems
- Produce and analyse reports to inform service improvements
- Work collaboratively with the Tenancy Sustainment Team to support customers with financial needs
- Build and maintain effective relationships with internal teams, external partners, and sector peers
- Represent Red Kite at meetings, forums, and partnership groups
- Stay up to date with relevant legislation and best practice
- Use technology to improve efficiency and ways of working

Experience

- Experience working in income management or arrears within social housing
- Previous experience leading, coaching, or supervising staff
- Experience analysing data and producing performance reports
- Proven ability to manage risk and improve performance outcomes
- Experience building strong working relationships across teams and with external partners
- Demonstrated ability to motivate others and drive high performance

Qualifications & Skills

- Strong knowledge of rent arrears management and income recovery
- Excellent communication and interpersonal skills
- Ability to prioritise workload and meet deadlines in a fast-paced environment
- Commercial awareness with a customer-focused mindset
- Confident decision-maker who performs well under pressure
- Strong organisational and problem-solving skills
- Proficient in using data and systems to inform decision-making