

The background of the page is a complex, abstract geometric pattern composed of overlapping triangles and polygons in various shades of dark grey and black, creating a sense of depth and movement.

**Job Information Pack**  
**Property Revenue**  
**Manager**

## Our values

The post holder will be expected to operate in line with our organisational values which are;

- **Value the Individual** – Respect others, ourselves and the people we work with in all that we do
- **Giving of our best** – Showing commitment in our work and to enable young people
- **Caring Deeply** – Have a passion for the work we carry out
- **Providing Creative Solutions** – Show innovation in the approaches we take in supporting young people
- **Communicate authentically and truthfully** – Show openness in our dealings and approaches to people

**Title:** Property Revenue Manager

**Reports to:** Head of Property Revenue

### **Background**

This is a new role in the Property Revenue Team at YMCA Dulverton Group, as Property Revenue Manager you will work alongside another Property Revenue Manager to support the work of the Property Revenue Team.

The Property Revenue Team is responsible for oversight, administration and management of charges, income and debt, including damage recharges.

### **Purpose**

The postholder is responsible for supporting the work of the Head of Property Revenue in delivering an effective quality property revenue management service in full accordance with the associations policies and procedures.

- To assist in ensuring that arrears of rent and other charges are kept to a minimum, including damages to property.
- Provide housing management, rent accounting and administration support to staff and customers.
- Administer rent and damage charges, payments and refunds.
- Enforce organisations: policies, procedures, Licence/Tenancy agreements.

## **Main Responsibilities**

- To operate a rent accounting system to accurately collect, record and monitor the rents of the accommodation units in accordance with procedures.
- Maintain accurate records and carry out regular reconciliation checks.
- Liaise with various housing benefit departments in relation to housing benefit payments and queries.
- To seek to maximise income and reduce debt in accordance with aims of service and effective, improved outcomes for our tenants.
- To work as part of a team and communicate to your line manager areas of concern identified in relation to customers' accommodation and/or rent.
- Issue correspondence to customers and/or support teams in relation to their licence/tenancy agreements and rent accounts.
- To investigate and pursue rent arrears from former customers as directed.
- To investigate, collate and pursue damage costs caused by customers, as directed.
- To inform ex-customers of their rent arrears or damages/recharges and support them in addressing debt, working closely with your team and support teams to monitor the progress of payments to reach this target.
- To ensure all administration, monitoring and collation of data is carried out, contributing to internal and external reports, in liaison with your team.
- To support the YMCA to build excellent internal and external relationships ensuring a professional and excellent customer service to all stakeholders.
- To provide a prompt and accurate service to customers/colleagues in relation to Property Revenue.
- To provide support and cover for colleagues as directed.

## **Health and Safety**

- In carrying out this role you have a duty (under Health and Safety legislation) to take reasonable care for the health and safety of yourself and that of others. This implies taking positive steps to understand the hazards in the workplace, to comply with safety rules and procedures and to ensure that nothing you do, or fail to do, puts yourself or others at risk. This includes managing a safe and secure environment for people who use our services.
- This duty includes checking that any person entering YMCA Dulverton Group property has a right to do so and their visit is recorded in accordance with YMCA Dulverton Group procedures.

## **General**

- To maintain and develop up-to-date professional knowledge and skills through training, reading and other such activities, and to incorporate the same into practice.
- Work across the organisation to build a learning culture and positive working environment.
- To maintain and demonstrate a commitment to YMCA Dulverton Group's Vision, Values and strategic aims and objectives and ensure all activities reflect the values of YMCA Dulverton Group.
- Managing health and safety issues in your area of responsibility in line with the relevant section(s) of the Health and Safety Policy.
- Complying with YMCA Dulverton Group's GDPR, confidentiality and information security policies at all times.
- To undertake such other duties and responsibilities reasonably consistent with the role of Property Revenue Manager.

YMCA Dulverton Group is committed to the protection and safeguarding of children and adults at risk and promoting their welfare. The YMCA Dulverton Group, therefore, expects all staff and volunteers to share this commitment.

This post is subject to an enhanced level DBS Disclosure in respect of the Adults/Children's Workforce.

## Person Specification

### Qualifications and Experience

- GCSE Level English and Maths Qualifications
- Minimum 5 years' experience in Admin/Housing/Finance role

**Essential**    **Desirable**

### **Skills / Abilities**

	<b><u>Essential</u></b>	<b><u>Desirable</u></b>
Ability to be innovative, take initiative, be self-motivated and plan own workload.	✓	
Efficient and organised recording and administrative skills.	✓	
To communicate effectively in writing and by telephone.	✓	
To work in a stressful, sometimes hostile, environment; to be assertive and use conflict creatively.	✓	
To work as part of a team, be open, honest, able to accept and to give positive criticism.	✓	
Ability to actively listen.	✓	
Actively to enable and empower customers in all the work that is undertaken.	✓	
Understanding of and commitment to equal opportunities.	✓	
To work in a non-judgemental way.	✓	
Knowledge of appropriate support agencies and networks for customers.		✓
Ability to share knowledge in one-to-one and group settings both in informal and formal ways.	✓	
Excellent IT skills, with working knowledge of Microsoft software and Outlook.	✓	
Accurate entry of financial information and attention to detail.	✓	
To record, monitor and evaluate own work and that of others.	✓	
Ability to undertake complex financial and other administration tasks with support and guidance.	✓	

### Personal Qualities

- Commitment to YMCA Dulverton Group's Values.
- Self-motivated with ability to manage own workload and work with minimal Supervision.
- Team player, with ability to build relationships with a wide variety of Stakeholders.
- Ability to prioritise and manage conflicting demands.
- Demonstrates resilience, motivation and commitment to driving up standards of work.
- Takes personal responsibility and accountability and able to make well informed balanced decisions taking account of risk.
- Demonstrates a proactive approach taking responsibility for areas of work and finding solutions.
- Anticipates need for change, proactively introducing systems to bring about improvements in effectiveness and efficiency.
- Is adaptable to change/embraces and welcomes change.

### Other requirements

- YMCA Dulverton Group is committed to the protection and safeguarding of children and adults at risk and promoting their welfare. The YMCA Dulverton Group, therefore, expects all staff and volunteers to share this commitment.
- This post is subject to an enhanced level DBS Disclosure in respect of the Adults/Children's Workforce.
- This candidate must be committed to equality and diversity in the workplace.
- May be required to attend occasional evening meetings.
- **Have a driving licence and access to a car.**

## **Main terms of employment**

**Salary:** £25,000 pro rata.

**Location:** All sites.

**Hours:** 37.5 per week.

**Flexible working:** We provide flexible working arrangements to support team productivity and stability. This may include changed working patterns and working from home on occasions.

**Holidays:** 28 days per year, plus bank holidays.

**Pension:** On completion of a six-month probation period, YMCA Dulverton Group will make a contribution of 3% of salary.

**Benefits:** Health and wellbeing of our staff is important to us. We offer a range of benefits including a Health Cash Plan, Employee Assistance, discounted child care, free night's stay in one of our hotels per year.