



TRIDENT
GROUP

WE'RE HIRING!

Income
Management
Team Leader

CONTACT US

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Trident Group has over 50 years of delivering homes, services and innovation for up to 8,000 people in over 3,400 homes in some of the most disadvantaged communities in the Midlands. It employs more than 750 staff, works with over 150 volunteers and provides training places and apprenticeships for many more. The Group has an annual turnover of more than £36m and owns assets close to £200m.

The Group includes [Trident Housing](#), which provides landlord services for the Group in respect of housing management and maintenance; [Trident Reach](#), a registered care and support charity providing services (homeless, mental health, young people, older people, BME groups and domestic violence) to people in the Midlands.

ABOUT THE ROLE

We are looking to recruit a Team Leader to work within our Income Management (Welfare Reform) team which will be based at our offices in Birmingham.

This is a critical post, working as part of a highly motivated team responsible for maximising rental income while supporting social housing tenants who are struggling with debt. We are looking for a self-motivated and enthusiastic individual, who can work to high standards to deliver services designed to support customer needs, pursuing best practice and best value.

You should have experience in the field of income collection and welfare/ budgeting advice, and be able to demonstrate an understanding of relevant housing legislation.

ABOUT YOU

You should have supervisory experience and be able to motivate and lead others. You should be able to demonstrate excellent leadership qualities and people management skills.

You need to be able to evidence the following:

- Excellent communication skills both verbally and written
- Lead and manage the performance of the Income Collection team, responsible for the collection of rent from all types of tenure, garage arrears and other associated miscellaneous income
- Ability to manage a varied and busy workload to meet targets and deadlines
- Considerable knowledge of housing and welfare benefits
- Effective time management skills
- IT skills and fully conversant with Microsoft Office and computerised Housing Rent applications



HOW TO APPLY

All applications must be accompanied with a current CV which will be used to assess your suitability for the role. Please ensure all the skills, experience and qualifications requested are clearly demonstrated in your CV as explained in the body of the advert.

All applicants must provide their right to work documentation at interview stage, such as a valid passport which will be verified to check your eligibility to work and live with in the UK.

All roles will be subject to a successful disclosure at an appropriate level from Disclosure and Barring Service (DBS). Please be aware you will need to complete an enhanced adults DBS check before taking up the role.

We welcome and encourage applications from everyone regardless of age, disability, gender, ethnicity, religion and sexual orientation.