



Creating great homes together

Role Profile

Position

Income Manager

Reporting to

Operations Manager

What you can expect

We're a magnificent place to work, where talented and ambitious people enjoy rewarding, purposeful and fulfilling careers in an inspirational environment.

- You will manage a strong, customer focused team that are passionate about what they do.
- At Magna, we are committed to your growth and professional journey. We offer ample opportunities for further training and development, empowering you to excel in your career.
- A fast paced, adaptable and highly collaborative environment.
- Encouragement to try new approaches and new ways of getting things done.
- Working with talented and ambitious colleagues.
- At Magna, we are committed to your growth and professional journey. We offer ample opportunities for further training and development, empowering you to excel in your career. Our comprehensive benefits package underpins our commitment to your well-being and includes a generous Pension Scheme, Health Care Cash Plan, Wellbeing Portal and Employee Assistance Program. These resources are designed to support both your mental and physical health, ensuring your success in both personal and professional aspects of life.
- We actively support our local communities and encourage employee involvement by offering one paid day per year for volunteer activities alongside access to Credit Union facilities and Colleague Voice. You will also benefit from Company Sick Pay and a competitive annual leave entitlement, which increases progressively with your length of service over the first five years.

What you are known for

- Leading, managing and supporting the Income Team to deliver excellent rent account management, income recovery and tenancy sustainment services.
- Ensuring that the team performance achieves operational targets on performance.

What you take care of

- Manage a team of Income Team Leaders, Income Officers and Administrators to deliver an efficient rent collection and arrears recovery service in line with policies and procedures.
- Represent Magna Housing in County Court hearings and legal processes relating to tenancy enforcement and arrears recovery.
- To support, identify and deliver Stage 1 and Stage 2 complaints
- Prepare and serve legal notices, including Notices Seeking Possession (NOSP) and Notices to Quit (NTQ).
- Authorise court applications and warrants via PCOL and ensure applications are accurate .
- Ensure compliance with relevant housing legislation and regulatory frameworks.
- Manage and authorise processes relating to DROs, IVAs, Breathing Space, and other statutory debt mechanisms.
- Identify and address breaches of tenancy, fraud, or abandonment.
- Manage, motivate, and develop a team of Income Team Leaders, Income Officers and administrators.
- Lead recruitment, induction, and performance management processes.
- Conduct regular catch up meetings, career development conversations, and performance reviews.
- Manage absence, capability, and disciplinary matters in accordance with policy and procedure.
- Identify and address training needs, ensuring staff remain compliant with mandatory training and health & safety requirements
- Monitor and analyse income performance data, identifying trends and opportunities for improvement.
- Ensure compliance with data protection and confidentiality requirements.
- Produce reports and statistics for senior management on performance, arrears, and legal activity. Including commentary on monthly targets
- Authorise refunds, manual payments, adjustments and write offs
- Approve legal actions and authorise court applications .
- Make operational decisions relating to team performance, workload allocation, and case prioritisation.
- Review and authorise internal transfers and succession applications

What you need to be successful

- Proven experience representing a social landlord in County Court.
- Strong knowledge of rent recovery processes and housing legislation.
- Experience in leading and developing a team, preferably in housing or financial/debt recovery.
- A good understanding of welfare reform and Universal Credit processes.
- Competence in using housing management systems (preferably Aareon QL).
- Excellent communication, negotiation and problem-solving skills.

Qualifications required

Applicants with transferrable skills are encouraged to apply.

- Chartered Institute of Housing (CIH) Level 4 qualification or equivalent

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