

IronOak

Job Description

Role: Income Officer
Responsible to: Income & Data Manager
Based at: Head Office, Watford
Hours: 40 per week
Grade: A5 – B6

Job Context

Through collaborative working, the Income Officer will contribute to the effective management and optimisation of income collection, data analysis and operational efficiency of IronOak Homes. To analyse and enhance all data from housing management software including occupancy, income and operational efficiency

Key Responsibilities

- Monitor and analyse KPIs and performance data; identify trends, risks and opportunities.
- Produce regular performance and income reports, with clear insights and recommendations for management.
- Monitor, reconcile and optimise income collection across channels (e.g., local authority portals, direct debits).
- Identify gaps and issues in income and data quality and support actions to improve accuracy and reliability.
- Analyse current processes and propose/implement business improvements, including new initiatives, policies and procedures.
- Work closely with operational colleagues to enhance data capture and reporting from housing management systems (occupancy, income and operational efficiency).

Job Description

KPI, Data & Performance Management

- 1) Monitoring and analysing key performance indicators (KPIs) to assess the overall performance of the business.
- 2) Generating reports and providing insights to management on areas of improvement or success.
- 3) Identifying trends, patterns, and opportunities for growth based on the performance data.

Income Management

- 1) Monitoring and reconciling income from multiple sources such as local authority portals and direct debit functions.
- 2) Generating reports and providing insights to management on income collection
- 3) Identifying trends, patterns, and gaps within income

Business Improvement

- 1) Analyse current processes to flag where and how improvements can be made and clearly report on this.
- 2) Work with the operational team to ensure and enhance accuracy and reliability and reportability of data held across the organisation.
- 3) Providing input, feedback, and support during the development and rollout of new initiatives

- 4) Actively participating in the implementation of new processes, policies, and procedures within the IronOak Homes.

Occasionally, you may be required to

- 1) Undertake other duties as requested by your Line Manager.
- 2) Work outside normal office hours as necessary

Person Specification

Essential Skills | Qualifications

- Experience of using CRM systems, accounting system or other related software
- Experience of working closely with other departments in order to meet deadlines and targets
- Ability to manage own and team conflicting deadlines and prioritise as required
- Ability to record, analyse and report on data from multiple data sources.
- Proficiency in Microsoft suite including excel
- Ability to analyse processes and policies and strategise organisational improvements.
- Understanding of GDPR
- Excellent presentation and clear communication skills

Desirable Skills

- Experience of working with housing benefit payments
- Experience of utilising a housing management system
- Experience working during organisational change and development

Behavioural Competencies

- Driven and self-motivated
- Ability to manage own workload and prioritise as required
- Commitment to Equality and Diversity
- Working in a reactive manner but with proactive approach

Suggested Performance Measures

- % Accuracy of reporting against data
- % Of Data completeness within systems
- % Of reconciliation completed within time frame
- % Of accurate quality control checks

IronOak expects its employees to work flexibly within the framework of the job description. This means the post holder may be expected to carry out work that is not specified in the job description, but which is within the remit of the role, duties and responsibilities.