



Sanctuary was established in 1969 and since then it has grown into a successful provider of housing and associated services, now managing over 79,000 units of accommodation throughout England and Scotland including general rented, sheltered, supported accommodation, student and key worker accommodation and care homes.

WELFARE ADVICE ASSISTANT

STOKE-ON-TRENT

£16,974 TO £18,251 PER ANNUM, 35 HOURS PER WEEK

We are looking for a well organised individual to support the Income Team as the welfare reform changes emerge. This is a rewarding new role that will be suited to an individual who enjoys working closely with customers to maximise their potential income.

Ideally, you will have good people skills, a sound working knowledge of the welfare benefits system and an understanding of the wider support on offer to assist our tenants with sustaining tenancies. You will be required to represent Sanctuary at external meetings with key partners so excellent communication skills are key. Knowledge of computer systems such as Word, Excel (or similar) is also required.

A full, current driving licence and access to a vehicle is desirable in order to carry out external visits.

Excellent benefits include 26 days annual leave and a contributory pension scheme.

To apply, please complete an online application or submit your CV and covering letter at www.sanctuary-group.co.uk. For further assistance please contact Recruitment on 0845 543 6377 and quote Ref:SHA2296RA.

Closing date: 5pm on 9th March 2012

Building Equality and Diversity

We work closely with the Home Office in order to prevent illegal working.

An enhanced police criminal records disclosure will be necessary in the event of a successful application which we will pay for.

Sanctuary Housing Association is an exempt charity.



WELFARE ADVICE ASSISTANT

Reports to:	Welfare Advice Manager
Scope:	<ul style="list-style-type: none"> ▪ Office based with some travel and infrequent overnight stays ▪ Frequent telephone and computer use with associated office hazards ▪ Flexible working approach required to meet the needs of the business with occasional weekend and evening visits expected
Job Purpose:	To assist in the delivery of effective housing services in a specific area within the region to ensure that customers receive high quality, safe and value for money services that meet their identified needs.

CONTEXT

This job assists with the day to day delivery of housing operations within the Sanctuary Midlands region within the Housing and Communities business.

A key part of this role is to support the delivery of local welfare advice services. This will include identifying opportunities to effectively maximise income, providing support appropriately and quickly and ensuring any administration related to these duties is completed on time. The job holder will spend a significant proportion of their time responding to resident enquiries and providing the Welfare Advice Manager with effective administrative support. The job holder will be required to visit local schemes and attend external stakeholder meetings.

The job holder will assist the local housing teams to ensure that residents have the opportunity to make recommendations for service improvements, are effectively consulted on these and are involved and kept up to date with progress. The job holder will provide administrative support services in relation to advice and income maximisation, as well as customer complaints to ensure queries are dealt with appropriately and within service standards. The job holder will work within the organisational policies and procedures and ensure compliance with relevant legislative and regulatory requirements. This is not an exhaustive list and other duties requiring similar skill levels may be required.

The job holder will take care of their own safety and that of other people, co-operate with the organisation in matters relating to health and safety and not interfere with or misuse anything provided for their health and safety. They will be required to operate within the appropriate health and safety regulations ensuring the working environment, property and occupants are safe and secure at all times. They will also be responsible for reporting anything that may pose a risk to the health and safety of themselves or others.

The job holder will support the delivery of the Group's key business objectives through the delivery of their key accountabilities as follows:

KEY ACCOUNTABILITIES

1. Assist in the effective delivery of a high quality regional welfare advice service to satisfy the needs and expectations of current and future residents in line with regional and local strategies.
Measure: Feedback
2. Ensure the delivery of high quality customer service by resolving problems or setting into motion the means of resolution, ensuring customers are kept up to date with the progress of their query.
Measure: Information provided to agreed timescales and in easily understandable format, number of queries resolved against those outstanding
3. Assist in the consultation with residents to ensure involvement activities are accessible and meeting customer expectations and to ensure that a proactive and positive approach is adopted in response to customer complaints.
Measure: Customer feedback, delivery in line with customer expectations and organisation objectives, number of complaints resolved within service standards
4. Provide administrative support for the delivery of high quality and value for money housing services, including delivering actions from service improvement plans, to meet the needs of the Group's customers and the wider community.
Measure: Inspection results (target 3 stars equivalent), STATUS survey feedback, achievement of efficiency targets, achievement of targets, e.g. income maximisation, resident involvement, tenancy management, complaints, etc.
5. Meet all legislative and regulatory requirements for housing services activities to ensure safe homes for the Group's customers minimising potential risks.
Measure: Compliance with Housing Legislation and health and safety regulations, completion of agreed audit recommendations

6. Maintain relationships with key stakeholders, delivering high quality customer service that meets the changing needs of the Group and highlighting any shortfalls in service delivery to senior colleagues to ensure they are dealt with appropriately.

Measure: Customer feedback, problems resolved efficiently, service levels met

RESOURCES

Finance	Supports delivery of services within area budget of
Staff	No direct staff however will provide support as needed to regional housing teams
Other	Service provision to one Region Impact on tenants in up

PERSON SPECIFICATION

Competencies

Adaptability	When appropriate takes action to flex rules and standard procedures so that they fit a specific situation or help achieve a wider company goal.
Communicating and Influencing	Takes a single action, or uses same approach multiple times to influence others directly. Relies largely on logic, facts or reason to persuade.
Continuous Improvement	Monitors own performance against a self-imposed standard of excellence to ensure work is adding value and goals are being met.
Customer Service	Takes personal responsibility for resolving customer service issues.
Decisiveness	Acts quickly and decisively when others might wait, study the situation and hope the problem will resolve itself.
Problem Solving	Understands problems by linking different elements (e.g. A leads to B) or by recognising similarities / differences with problems experienced before and identifies possible solutions.

	Essential	Desirable
Qualifications and Attainments <ul style="list-style-type: none"> ▪ Able to demonstrate a level of numeracy and literacy to the equivalent of GCSE Grade C or above in English and Maths ▪ NVQ3 in relevant area (e.g. business administration, customer service) or knowledge and ability at an equivalent level 	√	√
Work Experience <ul style="list-style-type: none"> ▪ Some experience of supporting the delivery of high quality housing or customer services ▪ Working knowledge of working to deadlines and prioritising work loads ▪ Some knowledge of good practice resident involvement or customer participation activities and practices ▪ Working knowledge of effective communication at all levels ▪ Some knowledge of relevant regulations, legislation and good practice ▪ Some experience of analysing and diagnosing problems and implementing effective solutions ▪ Some experience of providing administrative support services 	√ √ √ √ √ √	√ √
Skills <ul style="list-style-type: none"> ▪ Good communication skills including clear written and spoken English ▪ Good interpersonal and customer care skills ▪ Ability to extract and interrogate computerised information and documentation ▪ PC literacy <ul style="list-style-type: none"> Basic Microsoft Word or similar Basic Microsoft Excel or similar Some experience in the use of V5 Housing systems or similar Email and internet communications 	√ √ √ √ √ √	√