

## Role Profile – Income Advice Officer

Role Title	Department	Reports to
Income Advice Officer	Customer Services	Head of Housing

### Role Purpose

Reporting to the Head of Housing, the post holder will support customer engagement relating to benefits and income advice within a defined geographical area. The role will have responsibility for engaging with customers to help maximise their income, work with internal and external stakeholders and assist in the delivery of strategic objectives. This role will work closely with customer service colleagues to ensure that current advice is provided to customers regarding income advice, including information relating to changes to current benefit provisions.

### Key Responsibilities and Accountabilities

#### Customer Service

- Promote and support financial wellbeing through the provision of information relating to social welfare reform
- Provide information to customers encouraging and assisting them to access appropriate income advice and support.
- Raise awareness amongst colleagues and promote good practice across the organisation relating to benefits advice and information, including the development & provision of training and other useful tools
- Contribute to the continual development of Customer Services policies and procedures.

#### Tenancy Sustainment

- Work with customers, local staff and Area Managers to sustain tenancies through income maximisation
- Help customers to access relevant benefits through appropriate funding streams.
- Maintain an up-to-date knowledge and understanding of key benefits and how to access these
- Provide welfare benefit support and information to tenants and staff and signpost or refer to other agencies
- Liaise and negotiate with other agencies in relation to benefit enquiries

#### Quality & Compliance

- Ensure that all work carried out is in line with organisational customer standards
- Contribute to the development and review of customer standards, ensuring a high standard of customer service
- Provide reports on performance linked to key indicators, such as financial gain for customers.

#### Other

- Work with colleagues across all areas of the business as required to support the delivery of corporate objectives
- Contribute to reviews of procedures and systems where appropriate

- Provide support to the Head of Service and other colleagues as and when required
- Work with your manager to regularly review your priorities, objectives and timescales
- Take ownership for complaints and issues, focusing on providing the right solution, keeping customers up to date with progress

**Health and Safety and Equality and Diversity Responsibilities:**

- Ensure adherence to relevant policies, procedures, regulations and legislation relating to health and safety and equality and diversity
- Ensure you understand your responsibilities for Health and Safety at work

**Budget and Resource Management Responsibilities:**

- Understand the costs related to your role and ensure you choose the most efficient way to deliver your outputs to provide value for money
- Ensure compliance with GDPR and FOI Legislation

Any other reasonable duties assigned by your manager or another more senior manager in Bield.

**Key Relationships**

	<b>CEOs</b>	<b>Directors</b>	<b>Heads of</b>	<b>Managers</b>	<b>Peers</b>
Within own function	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Outside own function	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
External to Bield	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

**Critical Knowledge, Experience and Skills required**

**Knowledge/Experience (Essential)**

- Demonstrable work experience of developing services by supporting individuals and groups
- An up-to-date knowledge of welfare rights and the ability to interpret legislative changes and its impact.
- Demonstrable experience of working in social housing and understanding relevant policies and procedures
- Experience of providing advice directly to tenants relating to welfare rights
- Experience of developing and sharing information to colleagues and customers relating to welfare rights advice
- Evidence of working in a professional manner with both tenants and external stakeholders such as health and social care partnerships, local authorities and regulatory organisations, in the provision of welfare rights advice.
- Demonstrable experience of frontline service delivery and an understanding of different approaches that can be applied
- Demonstrable experience in prioritising commitments and workload.

### **Skills /Abilities (Essential)**

- Excellent written, verbal and non-verbal communication skills
- Commitment to continuous improvement of service delivery
- Commitment to working in partnership with internal and external individuals and organisations
- Ability to work flexibly to meet the needs of service delivery

### **Other (Essential)**

- Full UK Driving License and a willingness to drive across Bield's business areas
- Committed to the delivery of Bield's Values and Objectives

### **Education and/or Professional Membership Requirements**

#### **Essential**

- Relevant qualification in welfare rights, Housing, Health and Social Care or an equivalent field at HNC (or equivalent or higher) level.
- **Or**, substantial relevant experience and evidence of continuous professional development within the welfare rights and debt advice sector.

#### **Desirable**

- CIH Level 4 qualification or above, or equivalent
- SVQ Level 4, Health and Social Care or above, or equivalent
- Membership of the Chartered Institute of Housing, or ability to achieve membership within a reasonable timescale