

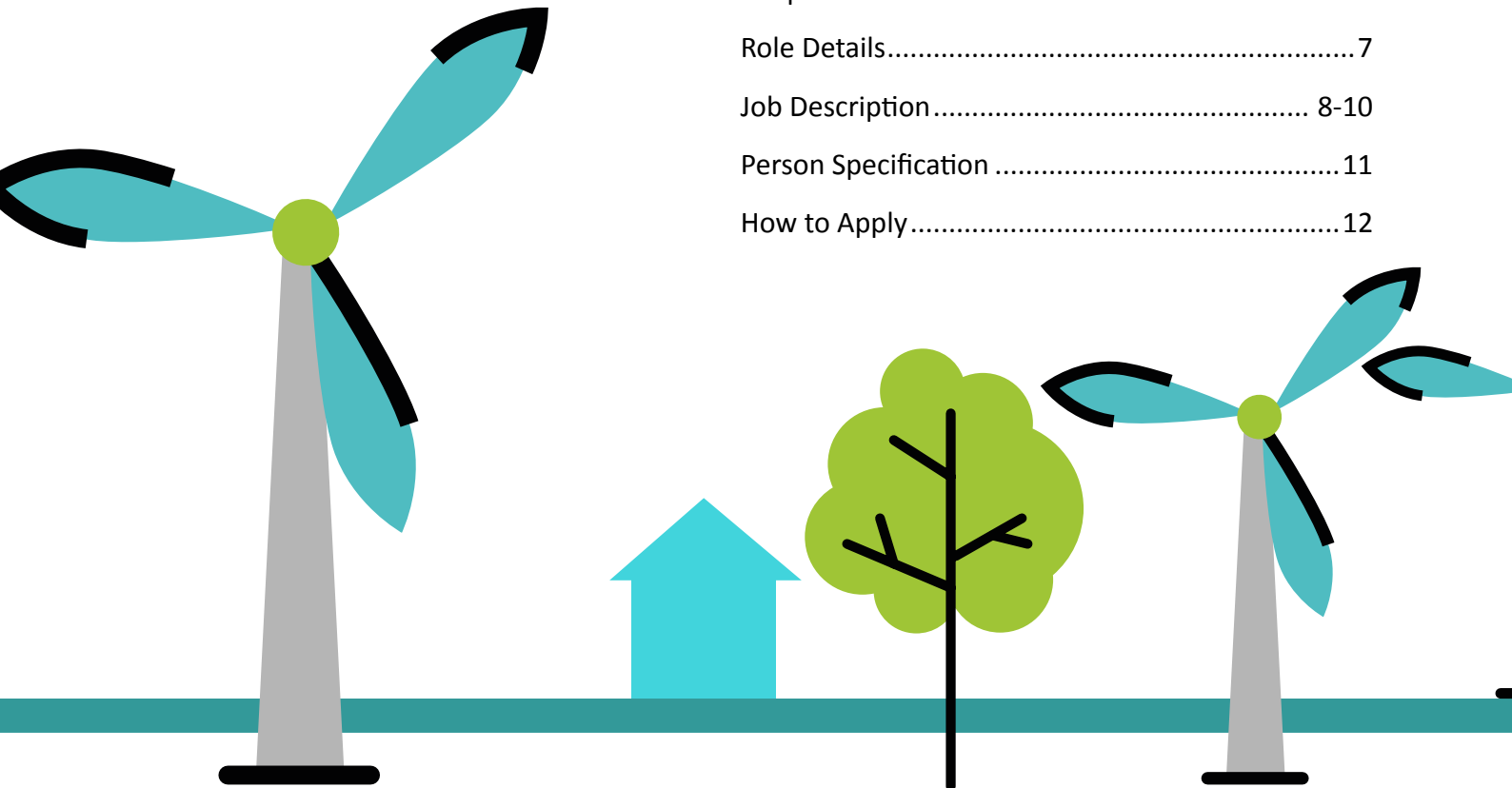
**Financial Inclusion Officer**  
Recruitment Pack



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# Welcome

Dear Candidate,

Thank you for your interest in the Financial Inclusion Officer post which is a brand new post at Ardenglen Housing Association.

We are an ambitious and award-winning Housing Association; our values define us as an organisation and our business plan provides clear strategic direction. However, it's our people that provide the energy and creative thinking that makes us a successful, high performing, forward thinking, customer focused organisation.

By joining our colleague team, you'll have an opportunity to make a difference to the lives of people in our communities whilst working with people that are doing extraordinary things to deliver our Vision:

*By providing aspirational homes and high-quality services we will transform communities to enhance the quality of life of our customers.*

We're always on the lookout for talented people who share our vision and values. We'd love to hear from you if you're someone:

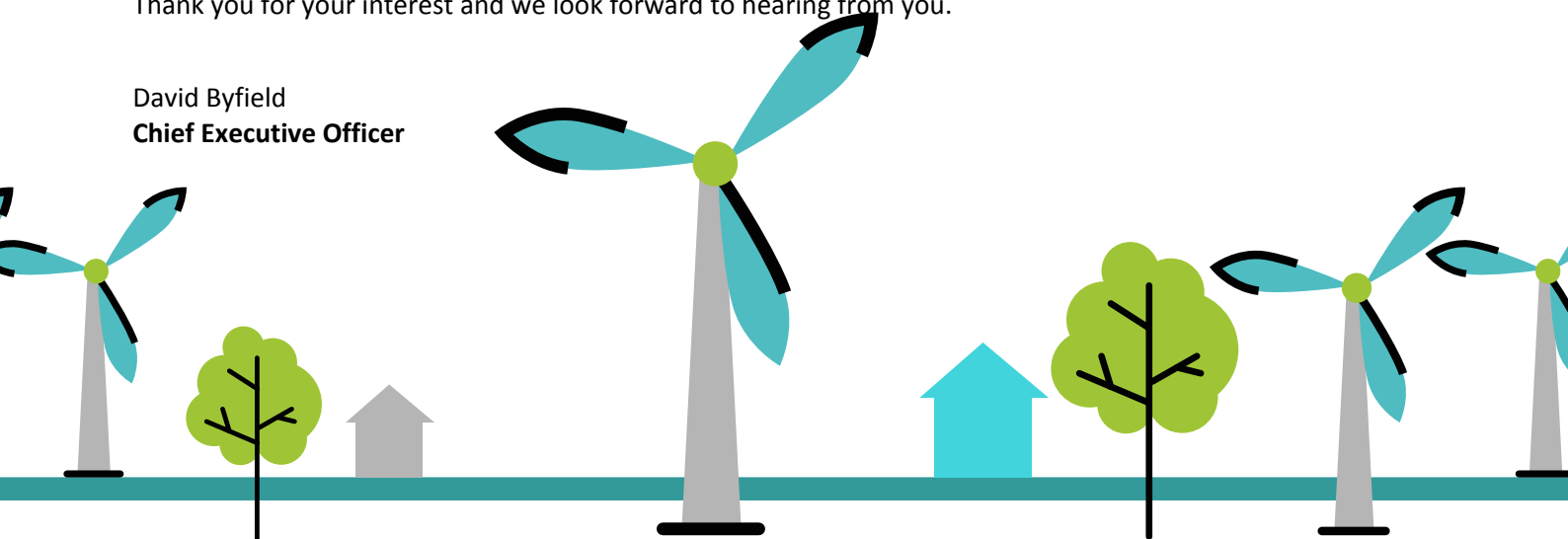
- who puts people first,
- who thrives on working in a great colleague team,
- who is ambitious,
- who is positive and committed to overcoming challenges and improving the outcomes of customers.

We place a high value on our colleagues and the successful candidate will have access to a variety of exciting opportunities to advance both personally and professionally.

I hope this application pack will inspire you to join us on our journey, highlight some of the great people we have working for us and showcase the many great things we do to provide quality homes and communities.

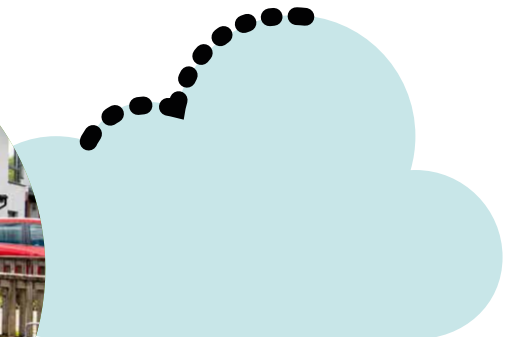
Thank you for your interest and we look forward to hearing from you.

David Byfield  
Chief Executive Officer





## About Ardenglen



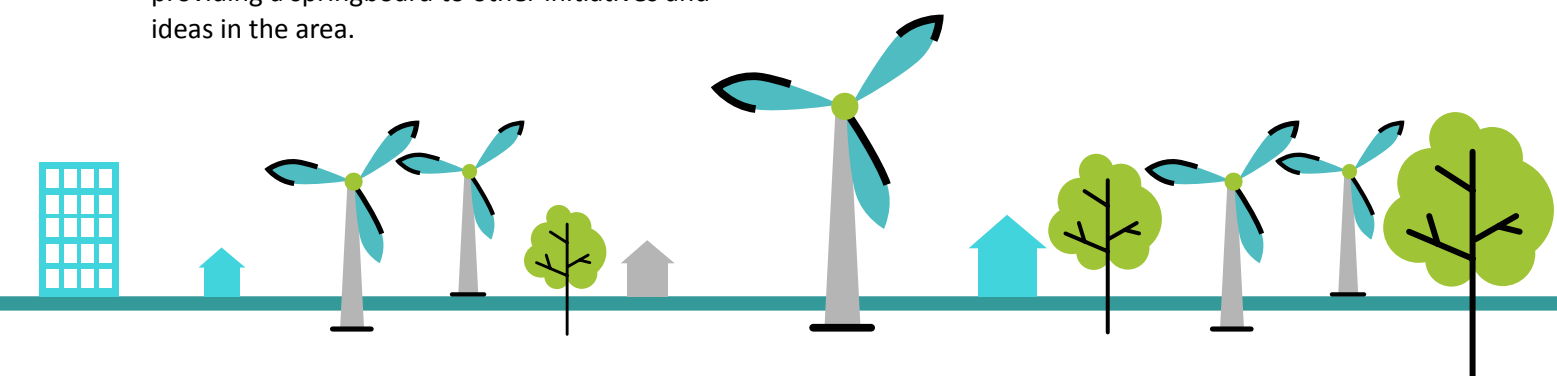
Ardenglen was set up in 1990 to provide community-led action to reverse poor housing conditions and neighbourhood decline in East Castlemilk, situated south of Glasgow city centre.

In the 30+ years since, we have grown to own and manage approximately 1000 homes in a way that is closely aligned with local needs. By establishing community ownership of housing in the area, we have managed to keep rents affordable whilst securing investment in services and activities which greatly benefit the community.

In 2021 we launched the Castlemilk pantry, a membership food shop designed to tackle food inequality and reduce waste during the cost of living crisis. Today, membership has exceeded 1000 individuals and has provided the community with much needed support and freedom, whilst providing a springboard to other initiatives and ideas in the area.

We are proud of our achievements which have delivered sustainable regeneration, greatly improved living conditions for residents, and long-term value for the public money invested in our community. Whilst there is much to do as we adapt to fresh challenges, Ardenglen is planning for the future with confidence and ambition.

Everything that we do centres around people and relationships. We aim to continue serving a first-class service to our customers, which is achieved by building a diverse and thriving internal culture where our people are afforded the opportunity to grow and flourish in their work.





## Our Vision and Values



### Vision:

By providing aspirational homes and high-quality services we will transform communities to enhance the quality of life of our customers.

### Values:

- ✓ Customer and community focused
- ✓ Accountable
- ✓ Making a difference
- ✓ Innovative
- ✓ Equal access to services and opportunities for all
- ✓ Treating our customers with respect





## People Benefits



We know our people are committed and dedicated to their work. However, we at Ardenglen seek to prioritise work-life balance and understand the importance of fully supporting our people to achieve this. That's why we've got a range of health and wellbeing benefits to give you some well-deserved perks of being an Ardenglen employee:

- Hybrid and Flexible Working Environment
- Learning and Development Culture
- Family Friendly Policies
- Teambuilding Days
- Lunch and Learns
- Health and Wellbeing Initiatives
- Professional Membership Fees
- Counselling Service



## Role Details



### Financial Inclusion Officer

**Salary:**

£36,860 - £40,475 per annum

EVH Grade 7 PA22-25

**Contract:**

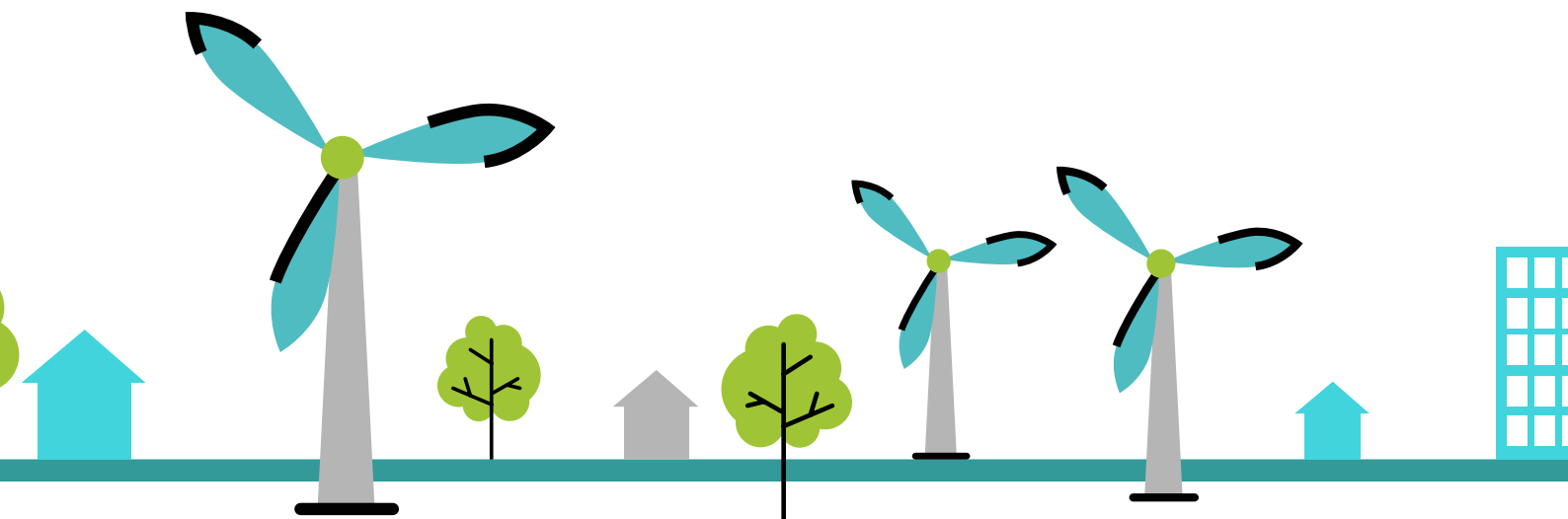
Permanent

**Hours:**

35 hours per week (flexi time in place)

**Reporting To:**

Community Investment Manager



# Job Description

Job Details			
Service Area:	Customer Services	Responsible for:	1 x Energy Advisor
Grade 7:	EVH Grade 7 PA22-25	Location:	355 Tormusk Road, Castlemilk, G45 0HF

Job Summary	
<ul style="list-style-type: none"> <li>To be responsible for the delivery of an efficient and effective financial inclusion service by providing advice and representation on money, energy, tenancy related debt as well as ensuring that customers income is fully maximised.</li> <li>To liaise with 3<sup>rd</sup> party agencies &amp; internal teams to achieve positive outcomes for customers &amp; the community.</li> </ul>	
Job Outputs	
The job holder will carry the formal responsibility for delivering the following key tasks. They will be achieved through effective working relationships with those in the identified key relationships.	
Key Tasks	Includes the requirement to:
Advice, information & Support to Customers	<ul style="list-style-type: none"> <li>To provide customers with advice and support around money, debt &amp; energy advice. Assist to make benefit applications and to help resolve complex issues. Assist to ensure income maximised and any rent arrears issues or other financial hardships are identified and addressed.</li> <li>To carry out effective benefit checks with prospective tenants and current tenants, assist with applications for benefits including but not limited to Universal Credit, Housing benefit, Discretionary Housing Payment, Scottish Child Payment, Disability Payments &amp; Scottish Welfare Fund.</li> <li>To assist in providing one-one support to customers who have financial issues and offer suggestions of potential solutions on an individual basis to include assistance with budgeting.</li> <li>To identify customers who are struggling to manage debts &amp; make referrals to specific 3rd party agencies as required.</li> <li>To work closely with the Community Investment Team (particularly the energy advisor) to help to mitigate poverty within the community.</li> <li>To be responsible for keeping up to date with changes to Welfare Benefits &amp; Money Advice legislation &amp; attend training as required.</li> </ul>





# Job Description

	<ul style="list-style-type: none"><li>• Hold regular information sessions / drop ins for customers and or staff to promote the service &amp; any new benefit campaigns on all platforms including social media.</li><li>• To assist housing services staff with any complex issues relating to housing benefit and universal credit overpayments.</li><li>• To advise, assist and represent customers, where appropriate in matters involving the Tribunal Service.</li></ul>
Performance & Monitoring	<ul style="list-style-type: none"><li>• To be responsible for your case management and ensure accurate records are kept up to date.</li><li>• Provide statistical information to include financial gains to the Community Investment Manager / Director of Customer Services as required for, senior leadership team, Board of Management and for any statutory / funding returns.</li><li>• Provide regular case studies to support statistics and for publicising within our quarterly newsletter to promote the service.</li><li>• To ensure that the advice service is continually developed and delivered in line with the Scottish National Standards.</li><li>• In collaboration with the Community Investment Manager set key performance indicators to allow appropriate monitoring of the service.</li><li>• Assist the Community Investment Manager to develop policies and processes for the service.</li></ul>
Line Management & Supervision	<ul style="list-style-type: none"><li>• Line manage and provide support to the energy advisor, this includes delegation of tasks and taking the lead on complex issues.</li><li>• Carry out regular 1-2-1 meetings with energy advisor including completion of annual appraisal.</li></ul>
<b>Key Relationships</b>	
<ul style="list-style-type: none"><li>• Tenants and other customers</li><li>• Community Investment Manager</li><li>• Director of Customer Services</li><li>• Customer Services team</li><li>• Energy Advisor</li></ul>	



# Job Description

## Special Conditions

- You may occasionally be expected to undertake activities out with working hours e.g. training, consultations, Welfare Rights drop ins in the evening.
- To undertake training & attend conferences / forums as necessary to maintain high standards in the quality of work as outlined in the Job profile and as identified in the personnel development process.
- Ensure you adhere to and are fully conversant with any Health & Safety regulations provided by the Association.
- To actively promote the Equality and Diversity Policy in all aspects of the job role as it relates to colleagues, tenants, service users, contractors, consultants and external agencies.
- The post holder must work in accordance with the Association's performance standards, core values and any instructions and/or training received.
- A Disclosure Scotland check at basic level will be required for this post.
- The Job Outline is indicative of the nature and level of responsibility associated with the post. It is not exhaustive, and the post holder may be required from time to time to undertake such other reasonable duties as may be required by their line manager, Chief Executive or Board of Management.



# Person Specification

Criteria	Essential / Desirable	Assessed at
<b>Qualification's / Driving</b>		
Educated to SQA higher level or equivalent	E	CV
Relevant qualification in either money advice / welfare benefits or housing fields	D	CV
Hold full, clean driver's licence	D	CV
<b>Experience</b>		
Demonstrable experience of a broad range of duties within welfare benefits, money & debt advice.	E	CV / personal statement / Interview
Experience of working within a Housing Association or Community Advice Setting.	D	CV /personal statement / Interview
Experience of working with partner agencies such as DWP & Social Security Scotland.	E	CV/Personal Statement / Interview
Experience of handling complex / delicate issues & understanding needs of vulnerable customers.	E	CV/Personal Statement / Interview
<b>Skills &amp; Knowledge</b>		
Excellent communication skills – verbal, written, presentational & report / process writing	E	CV/Personal Statement / Interview
Excellent IT skills – including office packages and software such as advice pro	E	CV/Personal Statement / Interview
Ability to keep accurate records ensuring attention to detail	E	CV/Personal Statement / Interview
Ability to work flexibly & effectively plan & prioritise workload to meet deadlines with minimal supervision	E	CV/Personal Statement / Interview
Ability to negotiate and liaise with 3 <sup>rd</sup> party agencies and make referrals as necessary to ensure customers receive the best outcomes.	E	CV/Personal Statement / Interview
Ability to find solutions to complex issues	E	CV/Personal Statement / Interview
Ability to work well as part of a team	E	CV/Personal Statement / Interview
<b>Commitment to Ardenglen Values</b>		
<ul style="list-style-type: none"> <li>• Community &amp; Customer Focussed</li> <li>• Accountable</li> <li>• Making a Difference</li> <li>• Innovative</li> <li>• Equal Access to Services for all</li> <li>• Treating our customers with respect</li> </ul>	E	CV/Personal Statement / Interview

## How to Apply



To apply for this role, please submit a CV and covering letter to [recruitment@ardenglen.org.uk](mailto:recruitment@ardenglen.org.uk) detailing your skills and experience in line with the job description & person specification.

**Thank you and good luck with your application.**

