



Financial Inclusion & Digital Worker

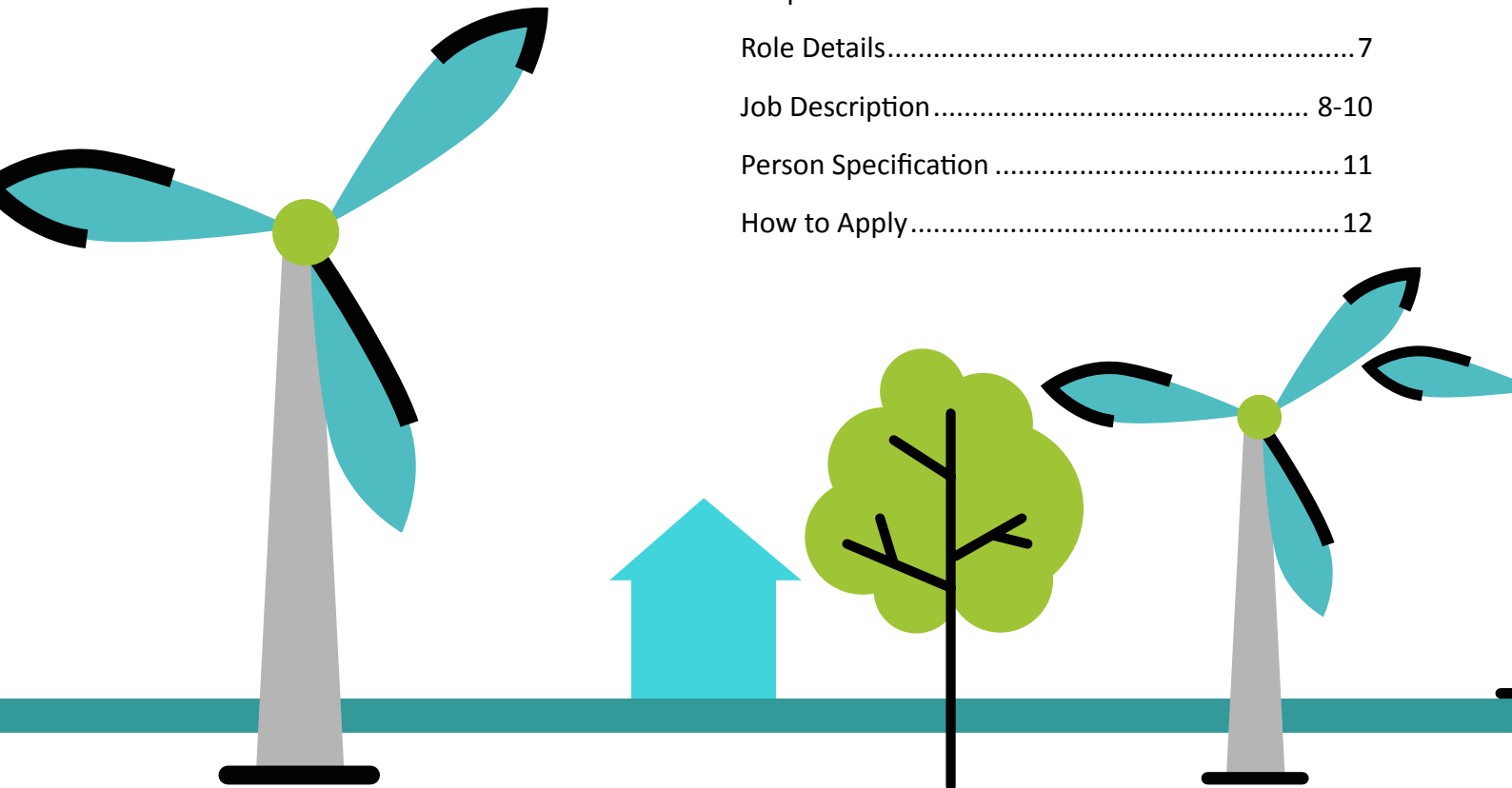
Recruitment Pack



What's Inside



Welcome	3
About Ardenglen	4
Our Vision and Values	5
People Benefits.....	6
Role Details.....	7
Job Description.....	8-10
Person Specification	11
How to Apply.....	12





Welcome

Dear Candidate,

Thank you for your interest in the Financial Inclusion & Digital Worker 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:

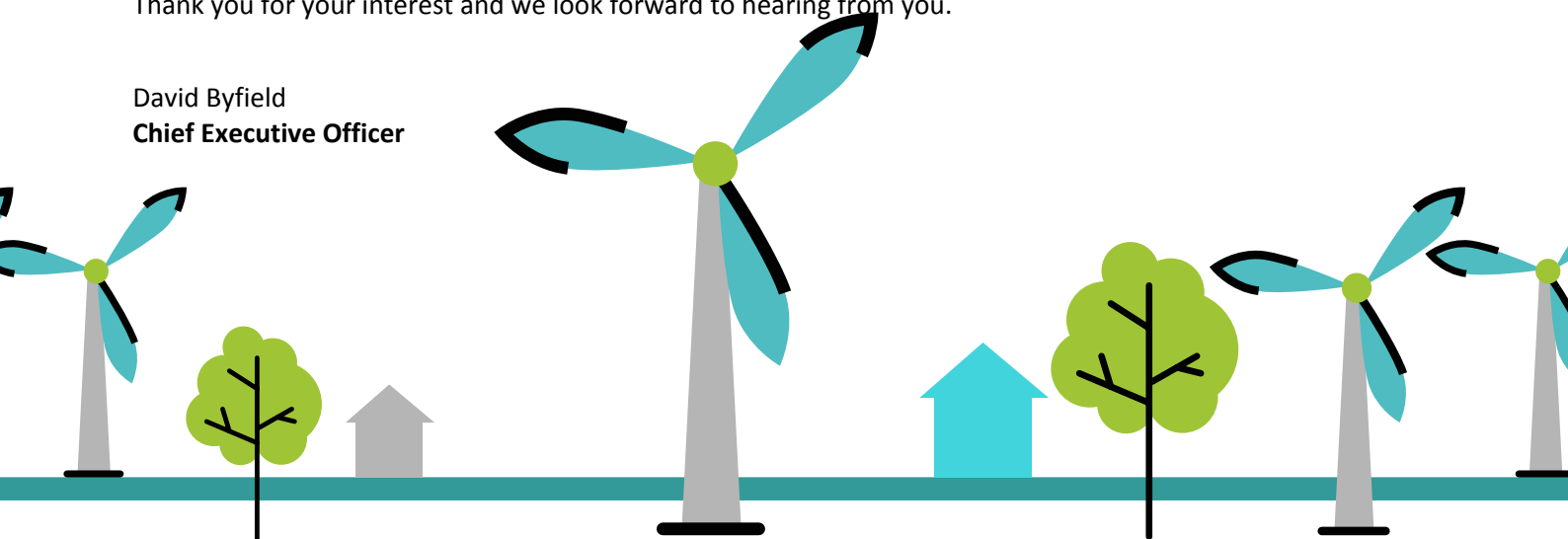
- who puts people first,
- who thrives on working in a great colleague team,
- who is ambitious,
- who is positive and committed to overcoming challenges and improving the outcomes of customers.

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.

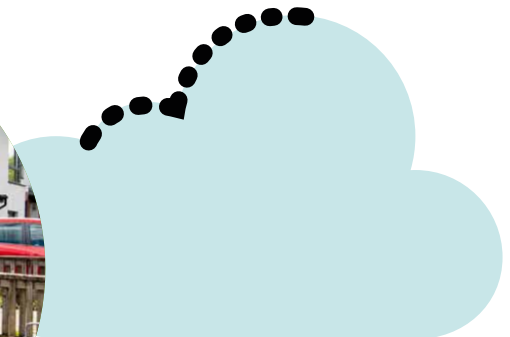
Thank you for your interest and we look forward to hearing from you.

David Byfield
Chief Executive Officer





About Ardenglen



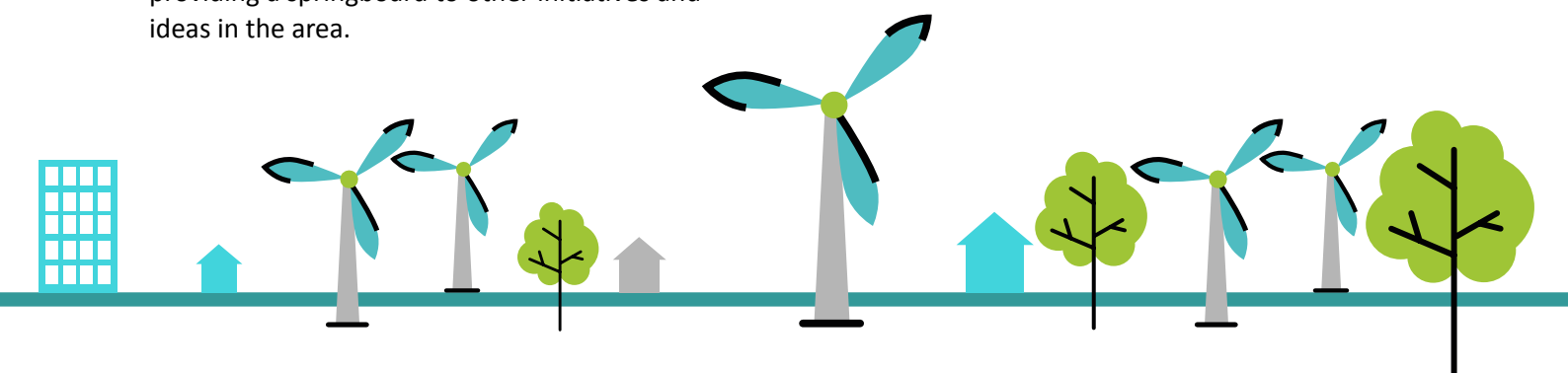
Ardenglen was set up in 1990 to provide community-led action to reverse poor housing conditions and neighbourhood decline in East Castlemilk, situated south of Glasgow city centre.

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 & Digital Worker

Salary:

£29,086 - £32,324 per annum

EVH Grade 5 PA13-16

Contract:

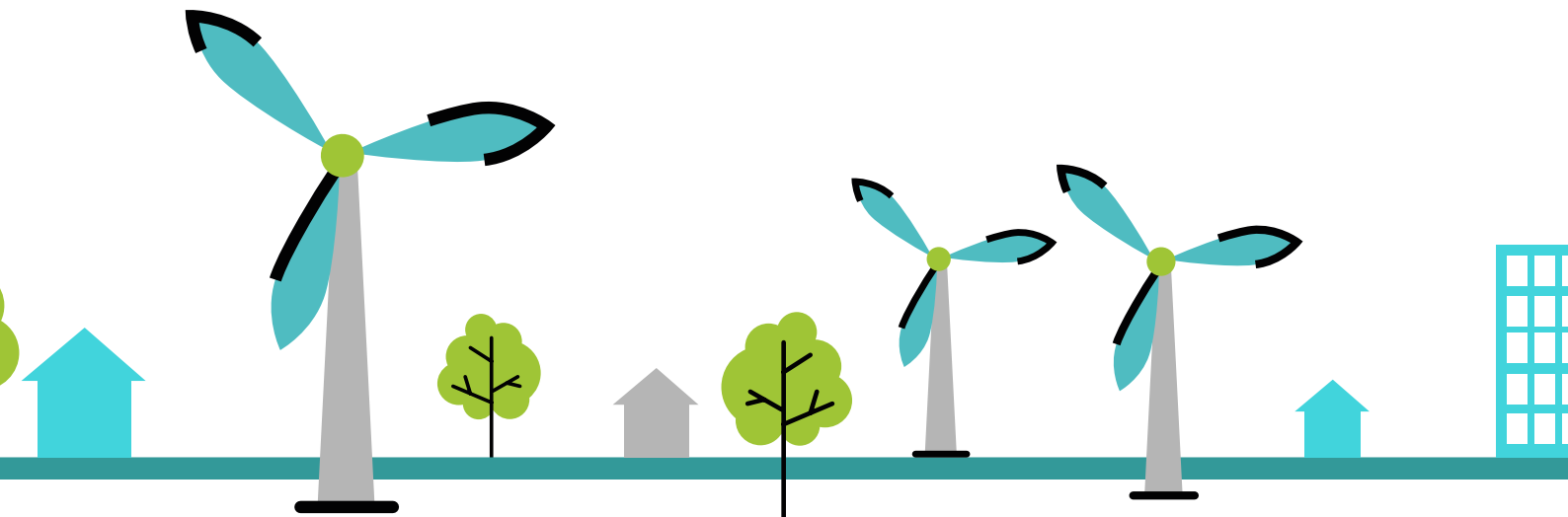
2 Year Fixed Contract
(funded post)

Hours:

35 hours per week (flexi time
in place)

Reporting To:

Community Investment
Manager



Job Description

Job Details			
Service Area:	Customer Services	Responsible for:	N/A
Grade :	EVH Grade 5 PA13-16	Location:	355 Tormusk Road, Castlemilk, G45 0HF

Job Summary

The **Financial Inclusion & Digital Worker** post will be embedded into the **Castlemilk Pantry Plus Project**, which sits within a longer-term strategic initiative **"The Castlemilk Pantry"**.

- Responsible for the delivery of an efficient and effective financial and digital inclusion service, that will provide advice, support and representation on money, energy and digital to ensure that customers incomes are maximised.
- To liaise with 3rd party agencies, partners, internal teams to achieve the best possible outcomes for customers and the wider community.

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

Advice, information & support to customers

Includes the requirement to:

- To work as part of the Community Investment Team to help mitigate poverty in the community.
- To provide customers with advice and support around money, debt and energy advice.
- To assist with benefit applications and help to resolve complex issues. Assist to ensure income is maximised and any financial hardships such as rent arrears are identified and addressed.
- To carry out benefit checks with customers, assist with applications for benefits including but not limited to Universal Credit; Housing Benefit; Discretionary Housing Payment; Scottish Child Payment; Disabilities and Scottish Welfare Fund.
- Assist with one-to-one support to customers facing financial insecurity and offer suggestions of potential solutions on an individual basis.



Job Description

	<ul style="list-style-type: none"> • To assist customers to access digital platforms and basic IT/Internet tuition: including maintaining Universal Credit journals; creation of CV's/letters; completing applications; setting up/maintaining household budgets and prioritising bills. • To assist customers to tackle fuel poverty by providing relevant impartial advice and support in cases of crisis. • To identify customers who are struggling to manage debts and refer to 3rd party agencies as required. • To be responsible for keeping up to date with changes to Welfare Benefits; Money & Energy and attend relevant training as required. • Facilitate regular information sessions/drop ins for customers to promote the service and highlight any new benefit/energy campaigns on platforms including social media. • To advise and assist customers, where appropriate on Tribunal Services.
Performance & Monitoring	<ul style="list-style-type: none"> • To be responsible for case management system and ensure accurate records are kept. • Provide statistical information to include any financial gains to the Financial Inclusion Officer/Community Investment Manager as required for the Senior Leadership team, Board of Management and for any statutory/funding returns. • Provide regular case studies to support statistics. • To ensure that our advice service is continually developed and delivered in line with the Scottish National Standards. • In collaboration with the Financial Inclusion Officer, set key performance indicators to allow appropriate monitoring and evaluation of the service.
Key Relationships	
Pantry members; partners tenants and local residents.	
Special Conditions	
<ul style="list-style-type: none"> • You may occasionally be expected to undertake activities out with normal working hours e.g. training; consultation/engagement events. 	



Job Description

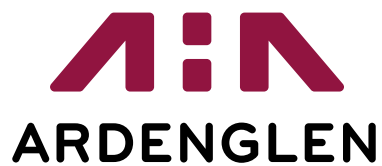
- To attend any training/conferences/forums as necessary to maintain high standards in the quality of work outlined in the job profile and as identified in the personal development process.
- Ensure you adhere to and are fully conversant with any Health & Safety regulations provided by the association.
- To actively promote the Equalities and Diversity Policy across all aspects of the job role as it relates to colleagues, members, residents, contractors, consultants and partner agencies.
- A Disclosure Scotland basic check 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 other reasonable duties as may be required by their line manager, Community Investment Manager, Director of Customer Services, Chief Executive and Board of Management.



Person Specification

Criteria	Essential / Desirable	Assessed at
Qualification's / Driving		
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
Experience		
Demonstrable experience of a broad range of duties within welfare benefits, money, debt, digital 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
Skills & Knowledge		
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 rd 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
Commitment to Ardenglen Values		
<ul style="list-style-type: none"> • Community & Customer Focussed • Accountable • Making a Difference • Innovative • Equal Access to Services for all • Treating our customers with respect 	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 detailing your skills and experience in line with the job description & person specification.

Thank you and good luck with your application.

