

JOB DESCRIPTION

JOB TITLE:	RESIDENT SERVICES SUPPORT OFFICER
LOCATION:	Newlon House, N17 9FE and other Newlon managed facilities
SALARY:	£28,973 per annum
REPORTING TO:	Head of Resident Services

MAIN OBJECTIVES

Resident Services is the Team at Newlon responsible for non housing services to residents: welfare benefit advice, training and employment support, helping residents in hardship; and community facilities (halls) as well as Resident Involvement.

This post is a key support role for the team assisting all its functions and with particular responsibility for welfare benefits and employment support, fundraising and grant coordination, as well as distribution of emergency and hardship funding. The role provides administrative support to the Resident Services team and reports to the Head of Resident Services including monitoring and reporting, invoicing and financial support, and triaging request for service. The role also liaises with resident-facing departments within Newlon Housing Trust to support Resident Services team goals.

SPECIFIC TASKS AND RESPONSIBILITIES

Key Tasks and Responsibilities		Performance Standards
1	<p>To act as the first point of contact for Resident Services team activities and programmes including welfare benefits and employment registrations support, hall hire requests, social return/fundraising and grant coordination, and Hardship Fund and emergency funding distribution, support for the Resident Involvement team, as well as all general enquiries to the Resident Services team.</p> <p>Assist in delivery of other programmes which may be developed (e.g. energy efficiency, digital inclusion).</p>	<ul style="list-style-type: none">• Client focused services delivered efficiently and effectively• Awareness of all activities and services in order to provide accurate and up to date information to clients and to signpost where necessary to other services (i.e. energy-saving services, CAB, and other social and community development support services)• Strong report writing, communication, and time management skills• Efficient liaison with resident-facing teams within Newlon• Hall hire requests processed efficiently, following agreed procedures
2	<p>To provide key admin support for welfare benefits and support income/financial</p>	<ul style="list-style-type: none">• Understanding of welfare benefits and employment issues (ideally in a housing environment), this role requires someone who is:

	<p>inclusion, employment, and small grant provision/activities for Resident Services team in helping to stabilise Newlon Households.</p> <p>The role will also be responsible for scheduling registrations and resident meetings, processing invoices, and speaking with clients over the phone and in person.</p>	<ul style="list-style-type: none"> • Highly organised and efficient • Has the ability to be professional and courteous • Has the ability to work in a team • Has a strong sense of discretion • Has the ability to prioritise • Has (ideally) a typing speed of at least 50 wpm • Excellent written and communication skills and proficiency with MS Office, Teams/Zoom, and a quick understanding and application of online and technological tools and systems
2	Conduct assessment of eligibility for Hardship and Welfare funds. To ensure that eligible clients receive agreed items and that the programme is administered effectively	<ul style="list-style-type: none"> • Understands and applies the eligibility criteria for Hardship Funds • Seeks support and advice for borderline cases • Contacts eligible clients quickly and maintains regular contact • Coordinate with delivery services • Coordination of social return requests, fundraising/grant applications, and follow up on all reporting to funders and internal stakeholders (with direction from Head of Resident Services)
3	To administer monitoring procedures and creating monthly and other regular CS team reports	<ul style="list-style-type: none"> • Coordinate monitoring processes and ensure that CS team data (eg KPIs) is tracked and reports are prepared regularly and submitted • Support the Community Services Manager to prepare board and external funder reports on a regular basis
4	To prepare information, publicity and other communications as required	<ul style="list-style-type: none"> • Liaise with Newlon Housing Trust communications staff to ensure all projects are promoted effectively on Intranet, website, and through other internal and social media channels • Tracking of policies, articles, and leaflets to ensure they are up to date
5	Take part in local events that publicise tenant and resident support services, within and outside normal office hours	<ul style="list-style-type: none"> • Awareness of all support services available to tenants and residents and able to provide good information, advice and guidance to access these
6	To maintain Resident Services agreements and key documents, memberships, as well as	<ul style="list-style-type: none"> • Keeps accurate records and maintains confidentiality at all times

	any records for all appropriate staff and oversee renewals as necessary	
7	To contribute to maintaining an effective work-place	<ul style="list-style-type: none"> • All aspects of corporate policies, such as Health and Safety, Diversity, Sustainability and Data Protection adhered to. • Newlon Gold objectives of reliability, consistency and speed built into all activities. • Newlon Gold behaviours of working together, solving problems, taking ownership and customer focus built into all activities. • Assistance provided to colleagues across the Housing Department on information management and administration • Coordinate payment of all invoices and track expenditure (using financial systems) with the direction of the Head of Resident Services

No job description can cover every issue which may arise within the post at various times and the postholder is expected to carry out other duties from time to time which are broadly consistent with those in this document.