



QUEENS HALL ACTION ON POVERTY

JOB DESCRIPTION

Job Title: Housing Benefit Claims and Compliance Administrator

Salary: £26,325 per annum

Status: Permanent

Hours: 37.5 hours per week, over 5 days Monday to Friday 9.00am-5.00pm, some flexibility may be required to offer adhoc cover on weekends if required

Holidays: 22 Days plus Bank Holidays

Based at: Wigan Town Centre

Responsible to: Head of Central Services

Accountable to: Queen's Hall Action on Poverty Trustees

To apply: Please send CV and covering letter via link below

<https://hr.breathehr.com/recruitment/vacancies/43734>

JOB PURPOSE

The Brick is an antipoverty and homeless charity with big aspirations; and its local community at the heart of everything it does. As a result, The Brick follows a strategy and approach focusing on personal development by following The 3 R's. The 3 R's are: **Relief**, meeting felt needs, **Restoration**, equipping people for self- sustaining, independent living, and **Reformation**, speaking out and acting against social injustice.

The purpose of this role is to provide administrative support to the Brick property and compliance team, responsible for all housing benefit claims and compliance with housing benefit rules and regulations.

DUTIES WILL INCLUDE:

As a Housing Benefits Administrator, you will be:

- Assisting with supported housing exempt accommodation rules, making sure all our paperwork is up to date and compliant.

- Ensuring all claims are made on time and are accurate. Reconcile all payments made to internal records
- Preparing weekly occupancy information for SLT and Dawson Housing Ensuring the Dawson Housing Portal (Room Match) resident information is up to date and accurate, working closely with Dawson Housing to audit and sense check the information held
- Accurately reviewing all housing benefit payment schedules, posting to the relevant rent account
- Identifying exceptions, using the data to highlight discrepancies and pursue revenue recovery
- Engage with housing and revenue teams to investigate discrepancies Providing direct support to housing staff where necessary to help resolve complex issues
- Supporting the finance team on the generation of rent models, including exempt accommodation models
- Ensure all repairs from staff or residents are logged on systems and followed through to completion, liaising with contractors and maintenance staff
- Be involved with liaising with contractors, requesting and chasing for compliance documentation, overdue jobs invoices etc
- Be an integral part of any future property onboarding and current offboarding processes, to make sure all our properties remain compliant with all H&S legislation and government guidance
- Work with other colleagues across the organisation to ensure access into property processes are followed
- Implement and manage a robust customer/resident feedback process
- Assist with pre-qualification checks for all contractors
- Implement and manage a system for all driver and charity vehicle compliance

QUALIFICATIONS AND SKILLS

Suitable candidate should have:

Technical Skills / Qualifications/ Experience:

- Customer service: 2 years (preferred)
- Administrative experience: 4+ years
- Strong communication and IT skills
- Excellent Knowledge of IT programs Microsoft/Word/Excel/ with understanding of using Excel to interrogate data and monitor performance
- Understanding of an environment of working with vulnerable adults
- Proven experience in a similar role
- Discreet with knowledge of GDPR and privacy regulations
- Able to work independently with an analytical approach to their work

PARTNERSHIP WORKING

The Brick is committed to delivering Wigan Council's approach to Progress with Unity and as such we are asking for applicants who demonstrate an understanding of these values. We are looking for innovation and creativity; The Brick is not afraid to do things differently and pilot new initiatives to trial and test new ideas.

OTHER

Health and Safety

In line with Health and Safety and Lone Working Policies, take reasonable care of personal health and safety and the health and safety of colleagues, mentors and service users and other persons who may be affected by acts and omissions.

Reporting any incidents and Safeguarding concerns in a timely and effective manner following the Wigan tier report system.

Diversity

Understand and implement The Brick's Equality and Diversity Policy

Out of Hours

You may on occasions be expected to undertake work in the early mornings, evenings and weekends to ensure full delivery.

Be willing to undertake and assist in fundraising activities which may occur out of hours.
Promoting fundraising for the Charity

General

To be responsible to the Charity's Management team

The post holder will be expected to:

Perform any other duties consistent with the broad objectives of the post.

Participate in individual performance review and respond to agreed objectives.

Attend and be an active participant in team meetings, team training and other internal meetings etc.

Attend external meetings, forums, conferences, training etc. as required by Queen's Hall Action on Poverty.

Being aware of professional standards expected in the service, in terms of holistic person-centred delivery, required ongoing personal and professional development.

Maintain up-to-date knowledge of legislation, national and local policies, procedures, recommendations and guidelines

Take responsibility for ensuring that legal obligations regarding information which is processed for both mentors and staff is kept accurate, confidential, secure and in line with the Data Protection Act (1998) and Confidentiality Policies.

Not abuse their official position for personal gain, to seek advantage of further private business or other interests in the course of their official duties.

To undertake other such duties consistent with the post, as jointly agreed between the post holder and Queen's Hall Action on Poverty

To at all times deliver the service in line with and adhere to the Policies and Procedures
To undertake other duties when required in order to aid in the smooth running of the Project. To promote good communication within The Brick and the Charity as a whole.
To ensure good time management

Queen's Hall Action on Poverty are committed to the safeguarding and protection of all young people and adults, In line with our Safeguarding policies. We will carefully select, train and support all those with any responsibility within the Charity, in accordance with our rigorous recruitment and selection policies. This post will require a DBS check.