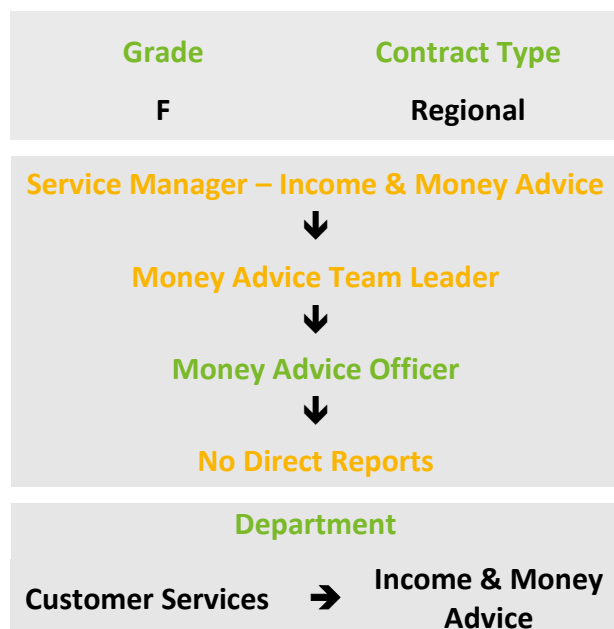


## ROLE PROFILE

# Money Advice Triage Officer



## Role Overview

Deliver a Money Advice Triage Service to support the maximisation of Your Housing Group's revenue through enabling customers to meet their rent & service charge obligations; first point of contact for the Income team, assisting with low level benefit queries from our customers/residents.

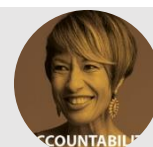
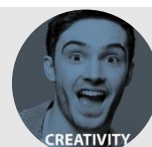
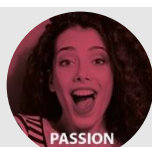
Subject to Enhanced Disclosure & Barring Service (DBS) Check

## RESPONSIBILITIES

- Provide specialist knowledge of all welfare benefits to support residents in sustaining their tenancy and maximising their income.
- Provide the first assessment of all money advice referrals from YHG staff, and other appropriate agencies, in respect of customers and potential customers requiring specialist advice and assistance in matters relating to their benefit entitlement or their personal finances.
- Provide support in answering low level benefit enquiries from customers, the Income Team and other YHG colleagues.
- Establish what constitutes as a complex Money Advice Case, and effectively manage the resource of the Money Advice Team by assigning such cases to the most relevant Money Advice Officer.
- Provide information and signposting to other Local/National agencies, when YHG Money Advice Team are unable to assist.
- Assist customers in accessing Housing Benefit & digital Universal Credit application process.
- Accurately record involvement with residents and outcomes from debt advice or benefit claims.
- Undertake additional duties appropriate to the role and/or grade.

## STRENGTHS

Our values



Creating more places for people to thrive and be recognised as a sector leading landlord

- Well-developed questioning, listening, influencing & negotiating skills
- Focused/target driven and thrive in a highly performance driven environment
- Ability to build and maintain relationships with internal and external partners/customers
- Good administrative, organisational and planning skills with an ability to acquire knowledge and grasp new concepts quickly
- Able to exceed targets and deadlines whilst working under daily pressure
- A strong communicator with a high level of attention to detail and enjoy working as part of a fast-paced income collection team.

### ESSENTIAL REQUIREMENTS

- ✓ Knowledge of the welfare benefits system at advisor level
- ✓ GCSE Maths and English (or equivalent)
- ✓ Experience in dealing with challenging, and often vulnerable, customers

### BENEFICIAL TO THE ROLE

- ✓ Full UK Driving License and use of own vehicle
- ✓ Understand how to achieve value for money outcomes
- ✓ Working knowledge of the arrears recovery process from beginning to end across a range of tenures, with experience of working in a demanding customer service environment
- ✓ Money Advice Qualification