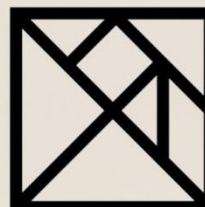


# JOB PACK

## WELFARE BENEFITS OFFICER

Creating homes.  
Building lives.



**Jigsaw**



# ABOUT US

We are one of the largest housing groups in England with more than 37,500 homes across the North West and East Midlands. Jigsaw Homes Group creates new and exciting opportunities for tenants and customers.

We provide quality, low-cost housing and play a wider role in making sure our residents thrive in their homes and benefit from living in healthy, sustainable communities.

We are well placed to respond to challenges including welfare reform, poverty and social exclusion and are committed to tackling the housing crisis and homelessness by building more affordable homes for people to rent and buy.

As a sector leader, we will also innovate and inspire, driving technology and efficiency through new products and services. We strive to be a top housing provider and an employer of choice. We look forward to working with you.

# JOB DETAILS

<b>Location:</b>	Baker House, Manchester, M40 8DS and/or Turner House, Leigh, WN7 4LJ with travel required across the North West and Midlands when necessary.
<b>Holidays:</b>	24 days leave per annum plus 3 days for Christmas closure (based on a 5 day working week) plus bank holidays, plus additional days after 2 years continuous service (to a maximum of 5 days)
<b>Pension:</b>	The Group belongs to the Social Housing Pension Scheme to which the successful candidate would be entitled to join. This is an Employer and Employee contribution scheme.
<b>Jigsaw Benefits:</b>	In return Jigsaw Homes Group offer occupational sick pay, on-site gyms, BHSF membership, enhanced maternity/paternity leave and training/development opportunities plus much more. See the benefits page on our website for more details.
<b>Probation period and references:</b>	Please note that any offer made by the Group and subsequent employment is subject to a six-month probationary period and to the Group receiving two satisfactory references, one of whom should be your current or most recent employer.
<b>Mandatory Training:</b>	You will be required to complete mandatory training for your role. This training may take place at any one of our main offices in Ashton-Under-Lyne, Leigh, Miles Platting or Nottingham.
<b>Eligibility to work in the UK:</b>	Successful applicants for posts within the Group are responsible for producing proof of entitlement to work in the UK before employment can commence.
<b>Disclosure barring checks &amp; Medical Clearance:</b>	<p>In addition, any offer is also subject to receipt of a Basic Disclosure from the Disclosure Barring Service confirming suitability &amp; medical clearance from our Occupational Health Provider before appointment. Visit <a href="http://www.jigsawhomes.org.uk/dbs">www.jigsawhomes.org.uk/dbs</a> to view the Group's DBS policy statement.</p> <p>Further information about the disclosure can also be found at <a href="http://www.homeoffice.gov.uk/dbs">www.homeoffice.gov.uk/dbs</a></p>
<b>Diversity:</b>	Jigsaw believes diversity means acceptance and respect for everyone because we appreciate the significant value that individuality can bring. All employment decisions are therefore based on business needs, job requirements and individual qualifications to help create a safe and positive environment for all.

# JOB DESCRIPTION

## OVERVIEW

The department is a highly skilled and effective team. It strives to deliver a financial service which aims to meet the current and future needs of the business. The team is committed to the organisation's aims and objectives and as such, work in a fast moving and exciting environment. Opportunities to join the department are rare however a vacancy for a talented individual to become part of the team now exists.

### Role Summary:

You will assist residents to maximise their incomes and provide them with advice, support and assistance to enhance their financial circumstances and wellbeing.

**Responsible To:** Money Advice Team Supervisor

## MAIN TASKS OR ACTIVITIES

1. To contribute towards the development of a culture which is customer focused, committed to securing best value and to providing high standard services.
2. To act in accordance with Health and Safety policies and supporting procedures and to comply with all other statutory regulations and other legal requirements.
3. To adopt a co-ordinated and pro-active approach to working.
4. To practice and promote effective communications, both internally and externally.
5. To advise referrals on welfare benefit and debt related matters to improve their financial wellbeing and reduce the risk of rent arrears.
6. To identify customers with additional needs and give practical support and guidance, liaising with and signposting to other agencies, where necessary to facilitate support that will deliver the most appropriate resolution to their individual circumstances.
7. To be a pro-active member of the Money Advice Team by assisting the continual improvement of the service and support colleagues from other internal departments.
8. To continually seek to improve and develop your own skills and keep abreast of the continually changing announcements relating to Welfare Reform.
9. To support referrals in making applications for welfare benefits.
10. To prepare for and represent referrals in challenging DWP decisions either not to award claims, or to sanction existing claims, up to and including attendance at Tribunal hearings.
11. To fully utilise the Discretionary Housing Payment scheme across all local authorities.
12. To assist in maximising referrals' disposal income and agree rent payment plans.
13. To maximise the use of trust funds to tackle debt.
14. To ensure casework is kept regularly updated on the corporate systems.
15. To represent the Group at various strategic and external partnership meetings.
16. When required to deliver in-house training sessions making staff and residents aware of Welfare Reform changes.

17. Follow all Group policies and procedures, and statutory legislation/guidance, in accordance with the role and attend Mandatory training when requested to ensure compliance with Group policies and procedures.
18. Ensure you work in accordance with the Equality Act 2010 and the Equality, Diversity & Inclusion Policy at all times.
19. Carry out any duty which may be, from time to time, requested by the Assistant Director of Income and Leasehold, Director of Finance, Group Directors or Chief Executive, commensurate with the position.

## CANDIDATE REQUIREMENTS

### Candidate Requirements:

- Significant experience of welfare advice work, up to and including representation at Appeal Tribunal.
- Extensive knowledge of the welfare benefits system, with the ability to handle a large caseload.
- Ability to liaise with local partners, including DWP and Local Authorities.
- Knowledge of rent arrears procedures and policies.
- Demonstrates willingness and ability to change. Uses ideas to make positive difference to the way things are done.
- Enthusiastic, committed, organised and motivated and able to work on own initiative.
- Full, valid UK driving Licence and access to own vehicle. Must be willing to travel throughout the North West and Midlands area as and when required to carry out home visits.

# JIGSAW VALUES

As a sector leader, Jigsaw will innovate and inspire, driving technology and efficiency through new products and services.

It strives to be a top housing provider and an employer of choice and this is where we need innovative, forward thinking, diverse and vibrant individuals to join us and help us succeed even further.

Our company values reflect the individuals we want to lead us into the brightest future possible for Jigsaw Homes Group.





# Jigsaw Homes Group Limited

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