

mONEY aDVISOR (FIXED TERM)

Recruitment Pack

**Govan Housing Association**

**246 Edmiston Drive  
Glasgow  
G51 2YU**

**Email:** [**recruitment@govanha.org.uk**](mailto:recruitment@govanha.org.uk)

**Website:** [**www.govanha.org.uk**](http://www.govanha.org.uk)

Govan Housing Association

Date: April/May 2024

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| **GOVAN HOUSING ASSOCIATION**  **JOB DESCRIPTION** | | | |
| **Job Title:** | Money Adviser | **Grade:** | Grade 6 |
| **Reporting To:** | Services Team Leader | **Salary:** | PA17-20  £33,409 - £36,523 |
| **Dept./Location:** | Money Advice Service | **Date:** | April 2024 |

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| **Purpose of Job** |
| The purpose of this role is to:   * To work effectively as part of the Money Advice Service within the Govan Housing Group and the wider community, to deliver a high-quality service which meets customer’s aspirations and remains in line with the Group’s objectives and business plans. * Provide a front-line customer service role and first point of contact for enquiries in relation to Welfare Benefits, Money & Debt and Energy advice, providing a professional and efficient service to residents in the community. * To assist in the provision of effective Welfare Benefits, Money & Debt and Energy advice and interventions on behalf of our customers and contribute to the sustainment of tenancies. * Assist in the completion of all benefit claims and case management through to conclusion. * Maintaining, recording and updating our case management system and preparing statistical information for reporting purposes. * To contribute to the development of projects/initiatives and services that will support those affected by welfare reforms and other financial and social factors. * To work in accordance with policies and procedures as laid down by the Association’s Group Board. |
| **Accountability** |
| The role of Money Adviser is part of the Money Advice Service and in the wider community primarily with Govan Home & education Link Project (Govan Help) and directly reporting to the Services Team Leader Team Leader within the Association’s subsidiary, the Water Row Company. |
| **Major Tasks and Job Activities** |
| **Customer Service**   * Embrace a culture of high quality, responsive customer service and engagement. * To assist to provide a high-quality advice and support service with clear information and advice on a full range area including income maximisation, benefit advice, support of community engagement events and initiatives to break isolation and enhance a sense of community ownership and commitment. * If required, to attend advice surgeries in the Govan community, providing a holistic range of advice to clients in crisis situation.   **Welfare Benefits and Money Advice**   * To assist in providing advice and support to residents around welfare benefits, money, debt and energy advice – effectively helping residents to calculate and understand entitlements, make claims and resolve benefit issues, assist residents to maximise their income and address financial hardship and rent arrears. * To assist residents to make effective benefit checks, applications for benefit claims, including Universal Credit and Housing Benefit, discretionary funds and grants etc. * To assist in providing one-to-one support to residents facing financial difficulties and debt issues, providing strategies and solutions on an individual basis. * To be proactive in the Association’s approach to debt prevention, reducing poverty and supporting our residents. * To assist in identifying residents struggling to manage debts and make referrals to other specialist organisations where relevant to the individual’s needs. * To maintain an up-to-date knowledge of changes to welfare benefits and money advice legislation, where appropriate, assist to run workshops or information sessions for residents and/or relevant staff. * To assist the Services Team Leader with any required work in relation to preparing submission for any Scottish Social Security Tribunals. * There will be a requirement to ensure that you attend at least 20 or 35 hours per year training in Welfare Benefit, Money and Debt Advice (dependent on number of years’ experience), to meet the requirements of the Scottish National Standards for Information & Advice Providers (SNSIAP) Framework. * To work remotely from outreach locations within the community as required including Govan HELP.   **Fuel Poverty Support**   * To assist and carry out communications and outreach to identify residents facing or at risk of fuel poverty and make appropriate grants. * To assist and Incorporate support for residents to maximise the benefits of tariff switching or practical energy saving measures within wider financial ‘health check’ consultations.   **Monitoring and Evaluation**   * To be responsible for your case management and assisting to maintaining suitable monitoring frameworks. * To produce a monthly case study for the funding provider demonstrating how the service has assisted customers. * Contribute towards meeting key performance indicators and provide statistical data as required for statutory returns. * Assist the Services Team Leader by providing data and statistical information, in order to provide regular written summaries for the Senior Management Team and Operations Sub-Committee.   **General Responsibilities**   * To be a proactive and engaged member of the Money Advice Service and work in partnership with Govan Help to provide a holistic welfare rights and money advice service for residents. * To maintain and continually enhance your knowledge and understanding of Welfare Benefits and Money & Debt advice, in order to advise Govan residents and staff accurately and effectively. * To attend relevant meetings, forums or conferences to develop an understanding of money advice work within the housing sector and to promote the Association’s work in this area.   **Corporate Responsibilities**   * Work with colleagues across the Group to ensure that the organisation is seen as a respectful and open organisation which values its staff. * Ensure that the Group’s policies – including but not limited to comply with the Equality and Diversity, Health and Safety, Customer Services – are complied with through all activities; and that all work is undertaken in accordance with the relevant codes of practice and legislation. * Actively and effectively promote the organisation’s values, role modelling appropriate behaviours and acting with the highest level of professionalism and integrity. * Comply with the Code of Conduct for employees. * Willing to work in accordance with the Group’s core values and ethos. In particular, customer service, resident and tenant participation, equality and diversity, team work and the ability to take personal responsibility. |
| **Other Tasks and Activities** |
| **Other**  This profile only contains the main accountabilities relating to the job and does not describe in detail all duties required to carry them out. The post holder may be expected to:   * Undertake such other duties and responsibilities as are specified by your line manager and which are commensurate with the level of the role. * Work outside normal office hours to attend meetings and respond to out of hours emergencies. * Act at all times within the Group’s rules, policies, procedures, standing orders and financial regulations. |
| **Note:**  No job description can be entirely comprehensive and the jobholder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual’s remit and capability, and consistent with the status and responsibilities of the role within the organisation. |

**Person Specification**

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| **Personal Competency** | **Essential** | **Desirable** |
| **Qualifications** | Good standard of general  Education. | Relevant qualification in the fields of housing or welfare benefits / money advice. |
| **Experience** | Significant experience of a broad range of duties within the field of welfare benefit, money and debt advice. | Approved Money Advice training. |
|  | Qualified in attending Introduction to Welfare Rights (CPAG) Training. | Awareness of the social housing sector. |
|  | Qualified in attending introduction to debt (Wiser adviser) training. | Experience of work in the voluntary sector. |
|  | Experience of working with a wide range of partners and provide a wider support to customers’ needs. | Experience in delivering initiatives. |
|  | Track record of excellent front-line customer service. | Experience in planning and delivering information workshops. |
|  | Experience of working with vulnerable client groups. | Commitment to and evidence of delivering high quality customer services and commitment to continuous improvement. |
| **Skills/ Knowledge** | Knowledge and understanding of customer services in a fast-paced environment. | Working knowledge and understanding of customers affected by universal credit and welfare reform. |
|  | Experience in using all office software packages including Advice-pro. | Knowledge of good practice procedures and legislative framework of tenancy matters. |
|  | Experience of processing data on integrated computerised systems. | Knowledge of the legislative framework and current national and local policies in relation to Welfare Reform and other money advice matters. |
|  | Ability to work under pressure, dealing with competing priorities and delivering results to tight deadlines. |  |
|  | Effective and working knowledge of all formal debt relief options. |  |
|  | Ability to communicate clearly and effectively with a diverse range of people and take account of their views. |  |
|  | Ability to demonstrate work as part of a team. |  |
|  | Good written, verbal and administrative skills. |  |
| **Personal Competency** | **Essential** | **Desirable** |
|  | Ability to meet monthly targets. | Strong interpersonal skills, including ability to network and build relationships with key stakeholders. |
|  | Ability to work with and advise vulnerable service users in a way that promotes their rights, dignity and independence. |  |
|  | Ability to manage time effectively and prioritise tasks with excellent organisational skills. |  |
|  | Ability to work proactively without close supervision and use own initiative. |  |
|  | Ability to keep accurate records with a good attention to detail. |  |
|  | The ability to work effectively as part of a team. |  |
| **Personal Features/ Qualities** | High level of integrity and trustworthiness. |  |
| **Other** | Committed to securing positive outcomes for residents. | Car driver owner and valid UK (or equivalent) Driving Licence. |
|  | A commitment to customer focussed service delivery. |  |
|  | Ability to manage a diverse workload. |  |
|  | Committed to delivering a high-quality project Initiatives. |  |
|  | Good interpersonal, analytical and organisational skills. |  |
|  | Committed to continuous improvement and your own continuous personal development. |  |
|  | Willingness and able to work a flexible working week including some weekends and evenings. |  |

# Recruitment and Response Instructions

Thank you for expressing an interest in the position of Money Advisor at Govan Housing Association. If you have read the recruitment pack and you would like to apply, please follow the guidelines below.

## Application Process

The timetable for the Selection Process is included below. When submitting your CV, please advise us if you have any difficulty with the outlined dates and/or any other dates when you are unavailable for assessment. We try to offer flexibility but it can be difficult to convene the selection panel outside the advertised selection dates due to diary commitments.

Please return your completed application by **9am on Wednesday 1 May 2024.** (electronic submissions preferred) to [recruitment@govanha.org.uk](mailto:recruitment@govanha.org.uk).

Your CV will be treated with strictest confidence.

If you wish to send a hard-copy by post, the full address is as follows:

Corporate Services Department

Govan Housing Association

35 McKechnie Street

Govan

Glasgow

G51 3AQ

## Assessment and Selection Process

All applications will be considered and assessed against the requirements of the Person Specification in order to select an initial list of candidates to proceed to the interview stage. If you have been successful at this stage we will contact you via telephone/email, no later than, the afternoon of Thursday 2 May 2024.

If you are unsuccessful at this stage you will receive a letter from us and be given the opportunity to receive feedback on the reasons for the decision.

## Recruitment, Terms and Conditions

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| **Location:** | 246 Edmiston Drive, Glasgow, G51 2YU |
| **Standard Hours of Work:** | 35 hours per week, Monday – Friday. |
| **Grade & Salary:** | EVH Grade 6 , salary range £33,409 - £36,523 (pro-rata for part time) |
| **Payment Method:** | Paid on the 28th of each month by the BACS system into your designated bank account. |
| **Annual Leave:** | 25 days per annum (pro-rata for part-time) |
| **Public Holidays:** | 15 public holidays (pro-rata for part-time) |
| **Notice Period:** | 4 weeks written notice by either side. |
| **Pension:** | The Association currently offers a defined contribution scheme. |

Note: The Association is a member of Employers in Voluntary Housing. A full statement of the main terms and conditions of employment will be supplied with any formal offer of employment. The above information should not be treated as a substitute for a full contract and are subject to change.

## Recruitment Timetable

The recruitment timetable is as follows:

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| **Activity** | **Date** |
| Advert live | Tuesday 16 April 2024 |
| Closing Date for CVs | 9am Tuesday 1 May 2024 |
| Shortlisting of Candidates By | Wednesday 2 May 2024 |
| Interviews | Tuesday 8 May 2024 |
| Successful Candidate notified by | Wednesday 9 May 2024 |

## Interview Format

If you are invited for interview, the interview will last approximately 1 hour.

The interview panel will consist of the following representatives together with a member of Corporate Services:

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| Pamela McLevy | Customer Service Manager |
| Michael Fraser | Senior Money Advisor |
| Allan MacLean | Property Service (Factoring) Officer |

## Contact Details

If you have any queries about the position or the selection process please contact Corporate Services Department on [recruitment@govanha.org.uk](mailto:recruitment@govanha.org.uk) or 0141 440 0308.