

Money Advisor

Team	Money Advice
Salary	£37,280 per annum
You will report to:	Income and Money Advice Manager

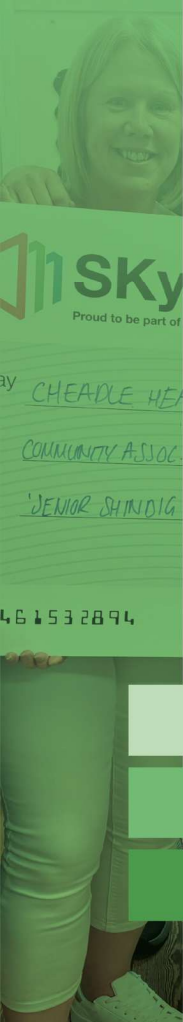
The primary responsibility of the Money Advisor is to deliver expert advice on income maximisation, welfare benefits and utility bill reduction to Stockport Homes' customers and colleagues. The focus is on supporting customers to sustain their tenancies and enhancing income collection across all areas.

As a Money Advisor you will be responsible for effectively managing a demanding caseload, identifying and progressing all opportunities for income maximisation whilst ensuring productivity and output targets (e.g. telephone calls, visits, income gains) are consistently met.

You will also conduct financial assessments for new tenants to ensure affordability of tenancies before agreements are made and work with Stockport residents at risk of homelessness to provide advice to help them remain in their tenancies.

Your responsibilities will include:

- ✓ Maximise income of Stockport Homes tenants by providing pro-active and reactive welfare benefit advice to an expert level and reducing outgoings where possible
- ✓ Assist customers to complete benefit applications, challenge incorrect benefit decisions, overpayments and apply for backdates where applicable
- ✓ Maintain an excellent working knowledge of benefit regulations and legislation to provide accurate advice and ensure the best outcomes for customers
- ✓ Identify and research appropriate benefit caselaw in order to support a customer's case where a challenge is needed
- ✓ Prepare all correspondence for benefit appeal hearings and represent customers at the first tier tribunal
- ✓ Ensure that productivity and output targets (e.g. telephone calls, visits and income gains) are consistently met
- ✓ Promote Money Advice to colleagues, including delivery of group sessions
- ✓ Identify cases that need specialist debt advice and liaise with the Council's Debt Advice team where appropriate
- ✓ Carry out affordability assessments for new customers looking to take up a tenancy, identifying issues with immigrations status and where sustainability is at risk



About you:

- ✓ Proven experience of interviewing customers and providing advice on income maximisation and welfare benefits; you will take pride in delivering high quality advice, have an excellent understanding of customer needs and by taking ownership you make things happen
- ✓ You will have an expert level knowledge of benefit legislation and regulations, an excellent working knowledge of both housing and welfare reforms, and fully understand their impact on tenants
- ✓ Effective organisational skills with experience of managing a demanding caseload effectively, ensuring a consistent approach and that performance targets are consistently met
- ✓ You will liaise and build effective networks with other SHG teams and local partners, including the DWP and other housing providers, maximising collaboration to enhance outcomes for customers and the business
- ✓ Identifying opportunity to develop the service; you will promote innovative solutions to delivering advice and improving tenant engagement
- ✓ Full driving license and use of a car is essential for this role

What we offer:

<p>Pension</p> <p>Access to a Social Housing Pension Scheme (SHPS).</p>	<p>Annual Leave</p> <p>26 days, increasing to 28 days after 5 years' service.</p>	<p>Health Cash Plan</p> <p>Claim back a proportion of your everyday healthcare and medical expenses.</p>
<p>Retail Discounts</p> <p>Access to discounts providing savings on food and shopping.</p>	<p>Flexible Working</p> <p>Flexible/Hybrid working, to ensure a healthy work life balance.</p>	<p>Work Pattern</p> <p>Full Time 37 Hours</p>

Core Values

<p>Ambition</p> <p>We have the ambition & courage to challenge; translating this into commercial success & brilliant outcomes for customers.</p>	<p>Social Responsibility</p> <p>We always try to do the right thing; using our role as a service provider, employer & buyer to generate trust, build our communities & empower our people.</p>	<p>Passion</p> <p>We have a passion for what we do; with positive, motivated & enthusiastic staff who enjoy their work.</p>	<p>Innovation</p> <p>We are innovative in everything we do; with the agility, creativity & edge to keep defying expectations & delivering fresh & exciting things.</p>	<p>Respect</p> <p>We treat each other with respect; supporting & inspiring one another & collaborating across teams & partnerships.</p>	<p>Excellence</p> <p>We continually improve how we work; challenging the status quo, learning from what goes well & always being professional.</p>
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