

## JOB DESCRIPTION

<b>Job Title</b>	Benefits and Tenancy Officer
<b>Responsible to</b>	Director of Finance
<b>Responsible for</b>	N/A
<b>Hours / contract</b>	Full time (35 hours per week), Monday-Friday, 9-5 (can offer some flexibility on hours), permanent
<b>Location</b>	Hybrid role
<b>Salary</b>	Up to £28k p.a.

### Organisational Context:

Quo Vadis Trust is an award-winning specialist housing charity operating in South East London. It provides a service to adults at risk living with mental health needs and who require support with their housing, providing a home to over 200 clients. The range of support both on and off the premises helps each client to maximise their independence.

The purpose of QVT is to Support Recovery, Maximise Independence and Build Community. We are looking for an efficient Benefits and Tenancy Officer who will join the Finance Team.

### About the role:

#### Benefits management:

- Support clients to obtain and maintain Benefits for which they are eligible, working in partnership with Housing officers.
- Collaborate with clients and staff to ensure they understand benefit entitlement, have access to a bank account and provide general guidance on debts, overpayments, or deductions that may incur.
- Inform Housing Officers, Finance Team, and Housing Benefit Office of any changes of clients' circumstances (benefit entitlement) and work collaboratively when Housing Benefit is not paid in full to avoid arrears.
- Resolve any queries raised either by clients, local authorities or staff relating to tenancies and benefits.
- Review all communications from Local Authorities to check for accuracy and raise questions if not clear, incorrect, or not in accordance with QVT's understanding, and report to the Director of Finance and Director of Operations
- Keep up to date with all changes to benefits legislation on a national and local level
- Attend regular training
- Ensure that important data is entered onto the system accurately and in a timely fashion

#### Tenancy duties:

- Prepare and renew clients' tenancy documentations and submissions to local authorities
- Submit licence documentation to Local Authorities within 24 hours of sign-up completion
- Prepare documentation to terminate client's tenancy and advise colleagues of potential issues
- Prepare weekly occupancy report.

**Service Charge duties:**

- Collect service charge cash, set up and manage direct debits and or standing orders
- Create and share clients' service charge statements and monthly service charge report
- Arrange meetings with clients and staff to assess financial situations and advise repayment plan to manage arrears and support tenancy sustainment
- Keep up to date information of service charge using the QVT accounting software and task management systems.

**Admin tasks:**

- Become proficient and familiar in all aspects of QVT's IT systems
- Keep client files, InForm and records up to date and accurate
- Create and distribute invoices to partner agencies e.g. Local authorities, NHS or the clients if money is due for specific services provided
- Liaise with external agencies via telephone and emails, as required, keeping logs of communications
- Provide updates and reports as required to colleagues and managers
- Update and maintain accurate financial information of each client.

**PERSON SPECIFICATION**

<b>Job title</b>	Benefits and Tenancy Officer
<b>Department</b>	Finance

<b>Section</b>	<b>Criteria</b>	<b>Desirable/Essential</b>
Qualifications	Numerate and Literate to the equivalent of GCSE Level or above	Essential
	Relevant qualification in a housing related discipline	Desirable
Experience	2 years working in a Housing Association dealing with tenancies	Desirable
	Have acquired knowledge of supported housing and benefits service	Essential
	An understanding of supported housing	Essential
	Computer literate, with good knowledge and experience of computerised accounting systems, Microsoft office, Word and Excel	Essential
Skills, Knowledge, Abilities	Strong administration skills with accuracy in recording and reporting	All essential
	Excellent verbal and written communication skills	
	Ability to work on own initiative	
	Ability to work collaboratively as part of a team	
	Ability to consistently meet deadlines	

**Health and Safety**

All employees must observe, comply and continually promote Quo Vadis Trust's policies and procedures for Health and Safety.

**Equality, Diversity and Inclusion**

All employees must observe, comply and continually promote Quo Vadis Trust's Equality, Diversity and Inclusion Policy.

**This job description of the job as it is presently constructed. This will be reviewed periodically and updated to ensure that the job description fully reflects the responsibilities of the role.**