



<b>Job Title</b>	<b>Income and Benefits Officer (Fixed Term Contract)</b>
<b>Division</b>	<b>RBLI Living</b>
<b>Location</b>	<b>Aylesford</b>
<b>Reporting To</b>	<b>Housing and Communities Manager</b>

#### **Main Purpose of the Job**

We provide housing and support to approximately 300 veterans and their families across our 72 acre village in Aylesford, Kent.

This role will sit within our Housing and Welfare team and you will be working along side our Housing Officer, Welfare Officer and Step-In Officer. The main duties will be the provision of support and advice for Welfare and Housing Benefits. This will include submitting and then monitoring claims

The post holder will also be required to work with our Finance Team to help monitor approximately 200 rent accounts and ensure that any rent arrears are raised with the residents and dealt with effectively and efficiently.

#### **Your Key Responsibilities**

##### Operations:

- Effective delivery of Welfare Benefits support and advice to RBLI residents.
- Making the initial Housing Benefit claims for new tenancies / licence agreements, ensuring all supporting evidence is collated, correctly and submitted on time.
- Monitoring existing claims and following up with the relevant agency where necessary.
- Monitoring and management of rent debt and the recovery of rent arrears.
- Assist with annual Tenancy Audits which along with financial scrutiny, will require a keen eye for health and safety issues, plus reporting low level repairs.
- Participate in Tenant's meetings for village residents, occasionally outside office hours.
- Help manage the Tenant Services in-box and assist with incoming calls and enquiries to the Housing Management team, helping where possible and signposting to other departments or agencies.

##### General:

- Show courtesy and respect to tenants/residents and relations at all times to ensure that they enjoy the highest quality of life, respect and confidentiality.
- Recognise and maintain professional boundaries/relationships with residents and beneficiaries.
- During day to day activities such as visits to Tenant's homes, report any concerns to the Housing and Communities Manager, without delay.

- Be aware of and at all times comply with, all relevant company policies and procedures and all relevant statutory responsibilities including fire arrangements, Health and Safety issues.
- Greet all visitors and answer the telephone in a friendly and courteous and efficient manner and promote RBLI positively at all times in the local community.
- Attend and participate in training sessions and staff meetings.
- Maintain good working relations with all colleagues at all times.

### General Responsibilities

- Embrace and live the RBLI values – Integrity, Motivated, People First, Accountable, Community and Teamwork = IMPACT
- Comply with all Health & Safety requirements, including carrying out risk assessments
- Adhere to all RBLI policies and procedures
- Undertake any relevant training and development required for the role
- Undertake any other duties as directed by your Line Manager that reasonably falls within the scope of the role

### Personal Attributes

- Committed to achieving high standards of customer service
- Organised and effective time manager.
- Self-motivated, disciplined and enthusiastic.
- Excellent interpersonal skills
- A 'can do' attitude
- Team player
- Personal commitment to support veterans

ESSENTIAL SKILLS	DESIRABLE SKILLS
<ul style="list-style-type: none"> <li>• Excellent understanding of the Welfare Benefits System.</li> <li>• Excellent understanding of Housing Benefit.</li> <li>• Experience working with Local Authorities and the DWP.</li> <li>• Knowledge of PIP legislation and experience of submitting claims</li> <li>• Understanding the needs of veterans</li> <li>• Excellent planning and organisational skills</li> <li>• Familiarity with Word / Excel / Outlook</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of charity or private sector</li> <li>• Passionate about supporting veterans of the armed forces</li> <li>• Knowledge of Social Housing protocols.</li> </ul>

#### **Working Environment**

- Office based with travel on RBLI Village
- Home visits to independent properties, flats and houses of multiple occupancy (HMO) as required
- Occasional travel to external agencies
- Occasional meetings outside Office Hours
- Responsible for monitoring Out of Hours calls on a rota basis

**NOTE: This Job Description is a general guide to the above role and not indicative of all the activities and functions of the job holder which may vary from time to time according to the needs of the business or instructions from the Housing and Communities Manager.**