

**Job Description and Person Specification**

<b>Job title</b>	Central Housing Benefit Coordinator
<b>Project base</b>	Home based
<b>Hours &amp; salary</b>	22.5 hours per week (to be worked over 3 – 5 days) £28,312 – £30,954 per annum pro rata
<b>Accountable to</b>	Finance Manager

**About Emerging Futures CIC**

Emerging Futures works with adults affected by drug and alcohol addiction, offering housing and community-based support.

We believe that no one should suffer the stigma associated with addiction, and that everyone seeking support should feel valued and respected.

We provide homes for people to connect with others and make the necessary changes to move towards independent, healthy living.

Our behaviour change services provide a confidential space to share experiences and offer practical support to those who want to change.

The Emerging Futures accredited coach training develops the skills of our volunteers, motivating people to give back and reconnect with their community.

**About the role**

The Central Housing Benefit Administrator is a key role in providing a high quality, effective Finance function as part of our Central Support Services, enabling the organisation to deliver its vital services to clients and commissioners.

You will have experience with housing benefit administration and be experienced at working in a busy, fast-growing organisation and at dealing with local councils, other stakeholders within the organisation at residents where necessary.

You will have excellent attention to detail which is essential for the role.

You will be based at home, reporting to and working closely with the Finance Manager and other members of the finance team.

## **Principal duties and responsibilities**

### **Central administration for housing benefit**

Ensure that all housing benefit payments are accurately entered into the system, with discrepancies identified and resolved in a timely manner.

Prepare the weekly housing benefit reconciliations and run the housing benefit meetings with the local teams.

Take the lead on escalations and appeals for individual claims.

Work with the local teams to ensure all submissions are complete and made in a timely manner.

Work with the Central Housing Administrator in the preparation of the annual rate increases and any ad hoc increases.

Take the lead for resolving HB rate queries from councils.

Work collaboratively to improve our processes around housing benefit.

### **Central administration for resident contribution**

Ensure all resident contribution payments are accurately entered into the system.

Keep client records up to date and monitor movements.

### **Governance & Risk Management**

Ensure all data is stored safely regarding housing benefit and protected in line with EF Information Governance and GDPR policies and procedures.

### **Other**

You may be required to work flexibly and from varying sites as required and agreed with your line manager.

Commitment to continued personal development, maintaining up to date knowledge of developments across the housing benefit, including relevant legislation and best practice.

## **Generic duties and responsibilities**

### **Confidentiality**

Service user, volunteer and staff information is confidential. It is a condition of employment that staff do not use or disclose any confidential information obtained in accordance with data protection legislation.

### **Code of Conduct**

All staff are expected to adhere to all EF's policies and procedures that establish standards of good practice and follow any codes of conduct which are relevant to their own profession. Staff will promote and ensure adherence to Equality of Opportunity policies and anti-discriminatory practice, demonstrating EF's commitment to valuing diversity.

### **Privacy and dignity**

Staff should respect service user/family/carer's diversity, cultural needs and privacy.

### **Safeguarding**

All staff have a duty to safeguard and promote the welfare of service users, volunteers, their families and carers. Staff have a duty to ensure they are familiar with safeguarding policies, attend safeguarding training and know who to contact if they have concerns about an adult or child's welfare.

### **Health and safety**

EF has a duty of care to employees and will ensure that, as far as is reasonably practicable, adequate training, facilities and arrangements for risk avoidance are in place. All employees are required to comply with relevant Health & Safety legislation and policies relating to Health & Safety and Risk Management

### **Professional development**

Staff must be committed to their professional development and keep up to date with relevant developments and legislation in the sector.

### **Skills and experience**

<b>Essential</b>	<b>Desirable</b>
At least 2 years' experience working with housing benefit.  Very high level of attention to detail.	Experience of both the claiming and local council processing of housing benefit.  Experience of Inform.  Experience of working with both financial and non-financial staff.