

**Creative Support Ltd**

Head Office
Wellington House
Stockport
SK1 3TS

Tel: 0161 236 0829
Fax: 0161 237 5126
recruitment@creativesupport.co.uk
www.creativesupport.co.uk

Supported Housing & Welfare Rights Officer Reference: 71968

Head Office, Stockport

Thank you for your interest in the above post, please find the specific role requirements and duties for this post detailed within this document. When completing the application form you may submit additional documentation, however we cannot accept a CV as a completed application.

Closing Date: 21 October 2026

Once you have submitted your application form, please allow *10 working days* after the closing date for a response. Please return the application form by email to recruitment@creativesupport.co.uk or by post to Recruitment, Creative Support, Head Office, Wellington House, 131 Wellington Road, Stockport, SK1 3TS.

We are very much looking forward to receiving a completed application from you.

Yours Faithfully,

Recruitment Department

All employees are subject to enhanced DBS checks.

INVESTORS IN PEOPLE®
We invest in people Gold



Stonewall DIVERSITY CHAMPION



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JOB DESCRIPTION – SUPPORTED HOUSING & WELFARE RIGHTS OFFICER

Head Office Stockport

Hours: Full time, 37.5 hours per week. To be typically worked Monday to Friday 09:00-17:00. We offer a TOIL system at Head Office for any additional hours worked. In exceptional circumstances overtime will be offered for additional hours at the postholder's standard hourly rate. In exceptional circumstances overtime will be offered for additional hours at the postholders standard hourly rate

Responsible To: Head of Supported Housing and Financial Inclusion

The Role:

To work as a member of Creative Support's Housing Management team, based at our busy Head Office in the centre of Stockport. To contribute to Creative Support's business success through effective tenancy management, income maximisation and arrears recovery. You will be responsible for a caseload of tenants in accommodation owned and managed by Creative Support.

You will be responsible for providing advice and support to scheme staff on how to promote positive tenancy sustainment and proactively provide good tenancy management in properties owned and managed by Creative Support. You will take responsibility for carrying out formal and complex actions including signing up tenants, supporting tenants with Housing Benefit applications, issuing warning letters, attending tenancy reviews and court proceedings.

You will work as a member of a team of Housing Officers and Welfare Rights Officers and should also expect to have regular interaction with our Finance Department and Senior Management including Service Directors.

The role will involve regular regional travel to our services and to meet with tenants and support staff.

Tenancy Management Duties

1. To carry out pre-tenancy checks on allocated referrals before they sign up to our accommodation and make recommendations e.g. payment plans for former arrears.
2. To sign up new occupants in accommodation owned or managed by Creative Support. This will involve regional travel, meeting vulnerable adults with varying capacity and other parties including Social Workers, family members and advocates.
3. To ensure that no one is allowed to move into our accommodation without a signed occupancy agreement and that this agreement is clearly explained to prospective occupants so that they are clear about their rights and responsibilities.
4. To ensure that rent and service charge liability is clearly explained during the sign-up process. Provide tenants with accurate and appropriate advice and information in a suitable format about the amounts payable and the range of payment options available.
5. To facilitate the submission of a Housing Benefit claim within the first week of the tenancy and make sure that the claim goes into payment from the correct date and at the correct rate and that communication is maintained with the local authority throughout to avoid any arrears accruing due to information not being provided or timescales not being met.

6. To visit all new tenants 4-6 weeks after the start of their tenancy to make sure that they have settled into their accommodation, are maintaining the condition of their home and that there are no rent issues.
7. To ensure that all tenancy accounts on the internal system are set up and maintained with accurate charges and correct start and end dates, making adjustments where necessary.
8. Collect information for the completion of CORE monitoring logs for all new starters.
9. To support the administration of the charging and collection of rent and other charges, liaising with tenants, housing benefit and support staff to minimise arrears. To implement and monitor action plans to recover arrears.
10. To complete quarterly monitoring for partner Registered Social Landlord's whom we manage accommodation for.
11. To provide advice and guidance to support staff on good housing management practice.
12. To take formal tenancy enforcement action when required such as official written warnings.
13. To proactively work with tenants in the setting up of appropriate and achievable behaviour agreements and attend formal tenancy reviews where a tenancy is at risk.
14. To facilitate and attend formal case management reviews for occupants who are at risk of losing their tenancy and have exhausted our housing management processes and may potentially be evicted. Ensuring all appropriate parties are invited including social workers, family members, police, other support agencies and others.
15. To discuss and recommend complex cases which may need legal action with the Head of Supported Housing, Service Managers and Service Directors.
16. To initiate any legal action, within set timescales and attend and represent Creative Support in court if required.
17. To ensure that at the end of a tenancy formal written notice is received from the tenant and that the tenant clears all arrears and leaves the property in a good condition.
18. Where a tenancy is ending outside of normal means e.g. a tenant is admitted to hospital and won't be returning, to ensure that good tenancy management is still adhered to and that notice is obtained from an appropriate individual and that arrears are not allowed to accrue on tenancies due to poor communication.
19. To keep the housing management system accurate and up to date with all contact with tenants and their representatives and work undertaken.
20. To liaise with partner housing associations, Social Services, Welfare Rights Teams, family members and other relevant parties and develop positive working relationships.

Voids Management Duties

1. To maintain accurate records of all empty properties within your caseload. This should include an understanding of why there is a void and what is being done to fill it.
2. To support frontline managers to overcome any barriers to filling the empty units. To be assertive and proactive in encouraging prompt sign-ups of suitable referrals and explaining about the process of applying for Housing Benefit on two homes.
3. To support staff with the carrying out of void inspections on properties due to become vacant, to highlight any work that might need doing or furniture which might need ordering.
4. To liaise with the Property Services team at Head Office with regards to outstanding works or items needed for empty properties in order to make them ready for new tenants. To prevent ongoing void rental loss due to outstanding void works.
5. To contribute to weekly reports for the executive committee informing them of void levels, void rental loss and actions taken to fill these voids.

Property Management Duties

1. To ensure the properties in your caseload are being maintained to a high standard and that if during any visits you observe any damage, structural problems, signs of disrepair, that these are reported back to the Property Services team at Head Office.
2. To support with property inspections as and when needed, in particular where there are signs of tenant damage.
3. To ensure that any signs of damp and mould are escalated to the Property Team at Head Office ensuring compliance with Awaabs Law.
4. To ensure that we are proactively recharging tenants where they cause damage to our properties.

Other Duties

1. Ensure that the team are working collaboratively to meet the housing related KPIs set by the Board of Trustees.
2. Ensure compliance with Regulator of Social Housing requirements and any other legal or regulatory guidance as and when provided.
3. To understand and be familiar with the process of safeguarding and its impact on good housing management. To ensure that any safeguarding concerns are raised with an appropriate manager and that at all times the health, safety and security of our tenants and staff is maintained.
4. To maintain a high standard of record keeping and keep all financial and administrative records and databases accurate and up to date.

5. To work enthusiastically and effectively within the team and to contribute to its development and success.
6. To provide cover for colleagues as appropriate and when necessary. This will include supporting them with tenancy sign-ups and tenancy enforcement action when they are out of the office. This is essential to ensure the ongoing efficient running of the business and to prevent any unnecessary delays.
7. To present a positive and professional image of the company at all times and to carry out all work in a manner consistent with the aims and principles of Creative Support.
8. To take responsibility for your own health and safety and that of colleagues, complying with Health and Safety regulations and procedures.
9. To be responsible for maintaining professional knowledge and skill through reading, research and ongoing professional training.
10. To promote a caring, helpful and unbiased attitude towards all tenants and to deliver excellent customer service in all dealings with tenants, colleagues and external agencies.
11. To produce statistical and other reports when required.
12. To provide regular verbal and written reports to line manager and to accept regular support and supervision from line manager.
13. To identify own training needs in discussion with line manager and to attend training events and courses as required.
14. To observe company policies, procedures and guidelines for good practice.

PERSON SPECIFICATION – SUPPORTED HOUSING & WELFARE RIGHTS OFFICER
Head Office Stockport

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	Experience of general administration and record keeping	Application /Interview	Essential
2	Experience of working in social housing, supported housing, client finance or welfare rights	Application /Interview	Desirable
3	A working knowledge of Housing Benefits	Application /Interview	Desirable
4	Understanding of data protection & confidentiality issues	Application /Interview	Essential
5	Familiarity with computerised records and accounts	Application /Interview	Essential
6	Possession of a relevant housing qualification	Application /Interview & certificates	Desirable
7	Good first degree (2:1 or above) or equivalent qualification	Application /Interview & certificates	Desirable
8	A good standard of written English	Application / Test	Essential
9	Good numeracy skills	Test	Essential
10	Ability to analyse and interpret complex written and numerical information	Application / Interview	Essential
11	Excellent IT and data management skills, including proficiency in Microsoft Word, Outlook and Excel	Application / Interview	Essential
12	Excellent time management skills, including the ability to work on a variety of tasks and multiple projects and to prioritise these effectively on own initiative and using self-motivation	Application / Interview	Essential
13	Ability to deal effectively with challenging situations and/or persons diplomatically but assertively	Application / Interview	Essential
14	Ability to engage effectively, meaningfully and sensitively with people from a range of client groups and with a range of support needs.	Application / Interview	Desirable
15	Ability to build strong working relationships both internally and externally	Application / Interview	Desirable
16	Excellent customer care skills and the ability to respond to a wide range of enquiries.	Application / Interview	Essential
17	Willingness to consult colleagues and to work as part of a team	Application / Interview	Essential
18	Courteous, friendly and professional telephone manner and e-mail style both internally and externally	Application / Interview	Essential
19	Ability to work out of hours and attend evening/weekend meetings as and when required	Application / Interview	Essential
20	A commitment to continuous improvement of services, sharing ideas with manager and colleagues	Application / Interview	Essential

21	Willing to accept constructive feedback and adapt actions/behaviour accordingly	Application / Interview	Essential
22	A commitment to equal opportunity policies and practices	Application / Interview	Essential
23	Willing to attend training courses and events	Application / Interview	Essential
24	Willing to travel nationally based upon the needs of the services	Application / Interview	Essential
25	Good work ethic, timekeeping, attendance, professionalism and reliability	Application Form, Interview & References	Essential

TERMS AND CONDITIONS – SUPPORTED HOUSING & WELFARE RIGHTS OFFICER

Head Office Stockport

Salary:	Up to £31,000 per annum pro rata depending on qualifications and experience	
	Point One:	£27,874.41 per annum
	Point Two:	£28,684.34 per annum
	Point Three:	£29,500.00 per annum
	Point Four:	£31,000.00 per annum
Please Note: <i>Our pay date is the 15th of each month (or the Friday before if this falls on a Saturday or Sunday). You will be paid in arrears for the previous 4/5 weeks, dependent on your starting date within the month. Starting pay points are allocated upon commencing the role based on criteria inclusive of experience, current specialism, salary and qualifications.</i>		

Hours of Work:

Full time, 37.5 hours per week. To be typically worked Monday to Friday 09:00-17:00. We offer a TOIL system at Head Office for any additional hours worked. In exceptional circumstances overtime will be offered for additional hours at the postholder's standard hourly rate. In exceptional circumstances overtime will be offered for additional hours at the postholders standard hourly rate.

Work Location

The post is located at our Head Office in Stockport. We do not support home or hybrid working for this role.

Disclosure Check:

All appointments will be subject to DBS enhanced disclosure and ISA checks.

Holidays:

25 days plus 8 statutory days pro rata.

Birthday Holiday Bonus:

All employees are entitled to one additional day (pro rata for part time employees) annual leave to be taken two weeks either side of your birth date. If you do not take this additional day within that period, you will lose this entitlement for that year. Staff who are on maternity, paternity, adoption and sick leave at the time of their birthday will be entitled to take this additional leave upon their return to work.

Probationary Period:

The first four months will constitute a probationary period. When this is successfully completed, employment will be confirmed.

Probationary Period Bonus:

After the probationary period has been satisfactorily completed your further employment will be confirmed. Upon successful completion of your probationary period, you will be entitled to a one off £100 bonus pro rata (subject to tax), providing all induction processes have been completed satisfactorily and upon completion and submission of you end of probationary review paperwork

Sickness Policy:

Creative Support operates a discretionary company sick pay benefit scheme which is for the purposes of preventing hardship during times of serious illness. The eligibility criteria and conditions for payment of Company Sick Pay (inclusive of SSP) are shown in the Employee Handbook. You may be eligible for Company Sick Pay benefits subject to compliance with these criteria as follows: -

- Creative Support pays SSP for the first three working days of any sickness absence.
- First six months service - Not eligible for Company Sick Pay though you may be entitled to SSP.
- Six months to twenty-four months service - Up to a maximum of four weeks at full pay.
- Twenty-four months plus service - Up to a maximum of eight weeks at full pay followed by four weeks at half pay.

Pension:

Creative Support operates an auto-enrolment pension scheme with the People's Pension.

Life Assurance:

Currently set at two time's basic annual salary. Staff become members of a non-contributory group life assurance scheme after 6-month employment. This scheme provides a death in service benefit of two time's annual salary. Participation in this scheme is subject to the rules of the scheme as amended from time to time. We reserve the right to discontinue, vary or amend its life assurance scheme at any time on reasonable notice to you

On-Call Rota:

Senior staff will be required to participate in an on-call rota for which appropriate payments will be made.

Discretionary Benefits:

Creative Support offers all staff a range of discretionary benefits in addition to statutory benefits. These include:

- Paid paternity leave
- Enhanced maternity leave
- Compassionate leave
- Carers leave

Employee Assistance Service:

This is currently administered by Health Assured. This is a completely free service, offering valuable advice on benefits, financial matters, consumer advice, health and legal issues. There is also a free counselling service which is accessible 24 hours a day, 7 days a week. Anything discussed with Health Assured is completely confidential and will not be shared with Creative Support.

Hospital Saturday Fund:

An easy and affordable way to help you spread the cost of healthcare such as dental, optical & physiotherapy.

Annual Rail Ticket:

Discounted annual rail season ticket plans available to employees through Northern Rail.

Payroll Giving:

Administered by Charities Trust: A tax efficient way of donating from your pay on a regular basis to any registered charities.

WeCare Awards:

Recognising dedicated staff across the organisation with standard, silver and gold awards given out every 2 months.

Your Rewards:

Employee benefits and discount vouchers available through the Your Rewards website.

Long service: Awarded in the December following your 10, 15, 20 and 25 year anniversary of your continuous service date with the organisation.

Retirement Awards:

£100 bonus should you choose to retire whilst employed by Creative Support. Eligible for all permanent contracted employees with at least two years continuous service.

Refer a Friend Scheme:

Staff who successfully refer a friend to Creative Support's employment can claim £100 worth of vouchers when their friend starts and another set of £100 worth of vouchers when their friend passes the End of Probationary Review after four months of employment.

Welcome Back Grant:

£200 worth of vouchers for employees who return to the organisation who have at least six months between resigning from their original post and taking up their new role.

Uniform:

If applicable for your service you will be provided with a uniform. The number of uniforms that are provided will be dependent on your hours worked.

Company Mobile Phone and Laptop:

If applicable to your job role the provision of a mobile smart phone, laptop and a 3G/4G dongle may be provided. Please note the employee will be liable for any damage or theft of these devices.

Travel Expenses:

These will be paid in accordance with the organisation Travel Expenses policy, please contact the HR Department for a copy of this.

Networks:

The EDI Network and the LGBTQ+ Network are available to all our employees. The EDI Network advocates for our staff of colour whilst providing support and resources for employees who may face challenges related to diversity and inclusion. The LGBTQ+ Network promotes visibility and representation of LGBTQ+ individuals within the company.