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| **Job Profile** |
| Role:  | Housing Executive | Date profile last reviewed:  | April 2019 |
| Name:  |  | Reports to:  | Head of Housing & Assurance |
| **1. MAIN SUMMARY OF ROLE:**Managing and executing with other Housing Executives all aspects of charitable assistance from the RAF Benevolent Fund concerned with accommodation and housing matters and the administration of loans, and the provision of support to maintain independence with safety and dignity in daily living.* Administering the purchase, sale, maintenance, rents and day-to-day management of Housing Trust properties in line with Fund’s policies and protocol for the provision of assistance.
* Processing applications for financial assistance associated with housing & adaptations from former members of the Royal Air Force, their widows and other dependants.
* Managing casework through Main/Small Grants Committees and through their delegated authority.
* Primary administration of loan applications and the securing and discharge processes.
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| **NEED TO** |
| **2. KEY RESPONSIBILITIES:**The position of Housing Executive has wide professional and administrative responsibilities. Key tasks include the following:1. Responding to initial contacts from applicants either by telephone, letter or email, arranging a home visit by a voluntary caseworking organisation, and where appropriate, the submission of an application form.
2. Acquiring a working knowledge of major state benefits and awareness of the availability of assistance from other sources e.g. state, local government and other charitable organisations.
3. Responding to oral or written queries from government departments, the public, potential applicants, helper organisations and charities, informing Head of Housing & Assurance/Director Welfare as necessary.
4. Reviewing and rejecting applications where the applicant is ineligible or where the assistance sought is outside the scope of the Fund and its policies. Considering whether charitable support by the Fund is appropriate and assessing the potential costs involved.
5. Processing of applications for financial assistance with house repairs, adaptation or improvement, and for disability equipment, ensuring that all information necessary to enable Committees to form a proper judgement is available, resolving anomalies and rectifying omissions and errors as necessary.
6. Liaising with public authorities on the level of support obtainable to beneficiaries. Wherever practicable, assisting and advising caseworkers to undertake such enquiries on behalf of the Fund. Referring applications to the Benefits and Advocacy team before consideration by Committee or where there is a concern that level of state support might be below entitlement.
7. By using personal, delegated financial authority, authorising expenditure within the agreed budgetary limits of up to £3,500.00 for welfare cases.
	* Where this is inadequate or where Fund policies require that the case be considered by the Small Grants or Main Grants Committee, preparing the case for consideration by the relevant committee.
	* Where appropriate, seeking additional contributions from other charities.
	* Notifying Helper and applicant of outcomes.
	* Arranging payment of grants or loans via Helper or directly to the Homes/Social Services/solicitor/beneficiary according to the requirements of the case.
8. Preparing and dispatching all correspondence arising from these decisions to ensure that Fund assistance awarded is disbursed without delay in accordance with Fund policies.
9. The securing, review and redemption of loans, executing Deeds of Postponement and loan transfers.  The management of loan health checks with specific reference to assessment of affordable repayment levels and pursuit of serial arrears.
10. Advising beneficiaries and caseworkers on housing matters including repairs and adaptations, and clarifying issues related to loans and mortgages.
11. The implementation of awards for house purchase by the Housing Trust scheme, including purchase of Housing Trust properties within limits established by the Main Grants Committee (MGC), initial and ongoing adaptations commensurate with the needs of occupiers.
12. The day-to-day management and maintenance of Housing Trust properties, and the authorising of expenditure within the agreed budgetary limits of up to £3,500.00 per repair for Housing Trust properties.
13. Reviewing affordable rent for Housing Trust properties through annual rent reviews, and initiating formal reviews of eligibility where conditions of occupancy are not met or where there is evidence that the original need for the property no longer exists.
14. Visiting Fund properties and Beneficiaries as required.
15. Handling the sale of vacant Housing Trust properties in accordance with the Charity Commissioner’s requirements.
16. Actively maintaining and updating computer records, including a statistical record of caseload for use in case presentation, Housing Trust property management, and for recording decisions.
17. Undertaking other tasks not related to specific casework as directed by Head of Housing & Assurance/Director Welfare.
18. Covering an extended caseload during the absence of colleagues within the department.

**3. DEVELOPMENTAL OBJECTIVES:**1. Visits to related welfare organisations.
2. Progressive acquisition of appropriate specialist knowledge through structured training.
3. Development of practices that assist the Fund’s objective of paperless working
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| **COMPETENCIES REQUIRED FOR THE ROLE** |
| Knowledge of Welfare and Property Management Decision Making and Problem SolvingDrive, Energy, MotivationAdaptability and FlexibilityAccuracy and Time ManagementTeamworkVerbal CommunicationWritten CommunicationPlanningRepresentation |
| **QUALIFICATION(S), KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED FOR THE ROLE** |
| **4. Academic/Professional Qualification(s) or equivalent**: |
| Essential | Desirable |
| * A levels to grade A to C or equivalent
 | * Evidence of Continuing Professional Development (CPD)
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| **5. Knowledge/ Experience:** |
| Essential | Desirable |
| * Sound administrative background.
* Sound knowledge of house purchase and sale procedure throughout the UK, including basic understanding of legal aspects
 | * Working knowledge of the RAF.
* Working knowledge of the State Benefits system.
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| **6. Skills/Abilities:** |
| Essential | Desirable |
| * Excellent communication skills, both oral and written, including a sympathetic and practical telephone manner.
* Excellent administration and organisational skills.
* Excellent analytical skills with the ability to sympathetically discern between those matters essential to case development as distinct from matters of only peripheral relevance.
* Emotional intelligence – able to get others to do willingly and well what is required, with an emphasis on team working
* Flexibility to change/resilience
* A ‘can-do’ attitude.
 | * Ability to prioritise workload.
* IT literate: Microsoft Office Word, Excel, Outlook and PowerPoint.
* Ability to produce own correspondence.
* A flexible approach to work, colleagues and change initiatives.
* Demonstrable presentation skills.
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| **Other Requirements:*** Travel to other Fund and UK locations (as appropriate).
* To carry out any other duties that are within the scope of the job as requested by Head of Housing.
* Required to undergo a Disclosure Barring Service check.
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| **Signature**I confirm this job profile has been drawn up with my full involvement and accurately reflects the responsibilities of the role. Postholder's Signature: NAME: Line Manager's Signature: NAME: Al BennettDate: April 2019 |

**General Information:**

**Smoking**

The RAF Benevolent Fund has a no-smoking policy.

**Equal Opportunities**

You are required to comply with the Fund's Equal Opportunities Policy and ensure that employees receive equal treatment at all times.

**Health and Safety**

You must discharge your responsibilities under the Health and Safety at Work Act 1974 and take reasonable care for your own health and safety and that of others. You must also ensure that agreed safety procedures are carried out to maintain a safe environment for employees and visitors.

**Confidentiality**

You are subject to the General Data Protection Regulation and must not disclose confidential information, particularly that relating to employees, beneficiaries and their records. You are also responsible for the accuracy and integrity of any information which you enter. You must not use personal data held by the Fund for any unauthorised purpose nor disclose such data to a third party. You must not make any disclosure to any unauthorised person or use any confidential information relating to the business affairs of the Fund, unless expressly authorised to do so by Head of Secretariat who is the Data Protection Officer.

**Risk Management**

The Trustees of the Fund have adopted a policy of risk management which accords with Charity Commission requirements. Risk management is the responsibility of each member of staff.

Suggestions that might assist the Fund in meeting its objectives in a pragmatic and cost-effective way should be directed to your line manager or the Fund’s Risk Review Co-ordinator.

**Conflict of Interests**

You may not, without the consent of the Fund, engage in any outside employment. In accordance with the Staff Handbook, you must declare to your line manager any private interest or voluntary/public duties which could potentially result in personal gain as a consequence of your employment with the Fund. Interests that might appear to be in conflict should also be declared.

**Place of Work**

You may be required to work on the Fund’s alternative sites from time to time.

**Review**

This job profile is intended as a basic guide to the scope and responsibilities of your post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with you.