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| JOB PROFILE: HOUSING EXECUTIVE |
| Role:  | Housing Executive | Date profile last reviewed:  | June 2022 |
| Name:  |       | Reports to:  | Head of Housing & Assurance |
| MAIN SUMMARY OF ROLE:This role is concerned with managing and executing, with other Housing Executives, all aspects of charitable assistance from the RAF Benevolent Fund concerned with housing matters, the administration of loans and the provision of support to maintain independence with safety and dignity in daily living. |
| KEY ACCOUNTABILITIES / RESPONSIBILITIES: |
| * Processing applications for financial assistance associated with housing repairs & adaptations from former members of the Royal Air Force, their widows and other dependants. Considering whether charitable support by the Fund is appropriate and assessing the potential costs involved. Where appropriate, seeking additional contributions from other charities.
* Managing casework through Main/Small Grants Committees and within delegated financial authority. Ensuring that all information necessary to enable Committees to form a proper judgement is available, resolving anomalies and rectifying omissions and errors as necessary.
* Reviewing and rejecting applications where the applicant is ineligible or where the assistance sought is outside the scope of the Fund and its policies.
* Administering the purchase, sale, maintenance and day-to-day management of Housing Trust properties in line with Fund’s policies and protocol for the provision of assistance.
* Setting and 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.
* Primary administration of loan applications and the securing and discharge processes, then, working in liaison with the Loans Executive securing for the review and redemption of loans.
* 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.
* Preparing and dispatching all correspondence arising from casework decisions to ensure that Fund assistance awarded is disbursed without delay.
* Arranging payment of grants or loans via Helper or direct to recipients according to the requirements of the case.
* Visiting Fund properties and Beneficiaries as required.
* 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.
* Advising beneficiaries and caseworkers on housing matters including repairs and adaptations, and clarifying issues related to loans and mortgages.
* Actively maintaining and updating accurate computer records including creating payments utilising CARE and Filehold, including a statistical record of caseload for use in case presentation and for recording decisions.
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| COMPETENCIES REQUIRED FOR THE ROLE |
| Essential | Desirable |
| * Deciding and Initiating Action
* Persuading and influencing
* Presenting and Communicating information
* Writing and reporting
* Applying expertise and technology
* Planning and Organising
 | * Relating and Networking
* Adapting and responding to change
* Achieving personal work goals and objectives
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| QUALIFICATION(S), KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED FOR THE ROLE |
| **Academic or Professional Qualifications (or equivalent):** |
| Essential | Desirable |
| * Educated to A level standard (grades A to C) or equivalent
 | * Evidence of Continuing Professional Development (CPD)
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| **Knowledge/ Experience:** |
| Essential | Desirable |
| * Significant experience of grant making within a welfare environment
* Excellent IT knowledge, including Outlook, Word and Excel
* Experience of working within a case management system
 | * Working knowledge of the RAF.
* Working knowledge of the State Benefits system.
* Housing or Property Maintenance background
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| **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
 | * Ability to prioritise workload.
* Ability to produce own correspondence.
* A flexible approach to work, colleagues and change initiatives.
* Demonstrable presentation skills.
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| **Other Requirements:*** To carry out any other duties that are within the scope of the job as requested by Head of Housing and Assurance.
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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:

Date: