



Creating great homes together

Role Profile

Position

Home Moves Advisor

Reporting to

What you can expect

We're a magnificent place to work, where talented and ambitious people enjoy rewarding, purposeful and fulfilling careers in an inspirational environment.

- The satisfaction that your efforts make a positive difference to customers lives.
- A fast paced, adaptable and highly collaborative environment.
- First class training & support to learn new skills that will set you apart.
- Encouragement and support to try new approaches and new ways of getting things done.
- Working with talented and ambitious colleagues and a great team.
- Being at the front end of a great customer experience.
- At Magna, we are committed to your growth and professional journey. We offer ample opportunities for further training and development, empowering you to excel in your career. Our comprehensive benefits package underpins our commitment to your well-being and includes a generous Pension Scheme, Health Care Cash Plan, Wellbeing Portal and Employee Assistance Program. These resources are designed to support both your mental and physical health, ensuring your success in both personal and professional aspects of life.
- We actively support our local communities and encourage employee involvement by offering one paid day per year for volunteer activities alongside access to Credit Union facilities and Colleague Voice. You will also benefit from Company Sick Pay and a competitive annual leave entitlement, which increases progressively with your length of service over the first five years.

What you are known for

- Playing the long game and staying involved with customers with complex issues.
- Creative problem solving.
- Using your initiative and networking skills to achieve great outcomes for customers.
- Achieving and evidencing value for money in every move.
- Your tenacity and customer focus.

What you take care of

- Delivery of the Home Moves Plus downsizing scheme in West Somerset including keeping procedures and forms up to date.
- Promoting and facilitating home swaps and other cost-effective ways to downsize to Magna's general rented customers.
- Supporting downsizers throughout all aspects of the process including accessing external support with de-cluttering, cleaning, advertising and marketing their home-on-home swap sites, applying for housing via CBL schemes, arranging removals etc
- Administering financial and other incentives to downsize including payments towards recharges, rent debt and rent payments in advance.
- Keeping accurate records on outcomes and costs and submitting these to the local authority to claim the grant for this scheme.
- Achievement of targets and regular reporting on outcomes as agreed with the local authority.
- Relationships with support providers and other home moves advisers to achieve right home, right place, right time.

What you need to be successful

- Great customer service and networking skills.
- Able to work on own initiative.
- Able to work with others to deliver successful outcomes for customers.
- Excellent IT skills.
- An attention to detail and accurate record keeping.
- Report writing skills.
- A desire and the ability to work in partnership with external agencies to achieve great outcomes for customers.
- A good eye for value for money.
- Access to own vehicle and willingness to drive and work in the communities you serve.

Qualifications required

Applicants with transferrable skills are encouraged to apply.