



Creating great homes together

# Role Profile

**Position**

**Money Matters Advisor**

**Reporting to**

**Specialist Support services Manager**

## 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.

- You will be part of a strong, customer focused team that are passionate in what they do, working hard to help Magna Customers maintain their rent payments and manage financial wellbeing.
- 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

- You are caring, compassionate and have a genuine interest in people.
- You have a calm, confident manner and carry out duties with an orderly and systematic approach.
- You will be able to complete required processes to a high standard.
- You can work well as part of a team and also on your initiative.
- You will have great customer communication skills; you are confident in building working relationships with colleagues and liaising with external agencies to provide a high-quality service to customers which meet service standards.
- An understanding of government policies universal credit and how the changes will affect residents and the Magna.

## What you take care of

- You will work to maximise the income of customer who are entitled to welfare benefits, while assisting households in managing their financial responsibilities.
- Ensure that related policies and procedures are implemented consistently, manage risk appropriately, and embed best practices in problem-solving and case management.
- Maintain and update case management records as well as statistical spreadsheets.
- Work collaboratively with your team while adhering to and aligning with Magna Values.

## What you need to be successful

- Up to date welfare benefit knowledge, excellent communication skills and experience of dealing with vulnerable customers.
- The ability to work independently and manage one's own workload effectively is essential. Proficiency in performing well under pressure and prioritising tasks appropriately is required. Excellent communication and decision-making skills are crucial, along with a flexible approach to work. Proficiency in information and communication technology (ICT), including Microsoft programs and video conferencing platforms, is necessary.
- You must have a full driving license and the use of a vehicle with business insurance.

## Qualifications required

Applicants with transferrable skills are encouraged to apply.

- Relevant experience required; no specific qualifications are essential.

Approved: V1/0225032