



Creating great homes together

Role Profile

Position

Support Advisor

Reporting to

Sheltered & Supported Housing 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. You can expect full training and opportunities to expand your skills. Magna has a generous pension scheme and excellent benefit packages.
- 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 will be passionate about supporting our customers, have an orderly and systematic approach to work as well as a calm and confident manner. You communicate with tact and diplomacy with an excellent ability to keep accurate records.

What you take care of

- You will deliver a comprehensive service to customers living in our general need's properties and sheltered housing schemes.
- You will carry out a wide range of tasks including assisting with de-cluttering, gardening, managing household chores, budgeting and any other duties which are broadly consistent with those detailed above.

What you need to be successful

- You will have experience of working with vulnerable adults with support needs, be able to work well under pressure and be able to prioritise. Good communication and decision-making skills are essential, as is a flexible approach to work and excellent ICT skills. You will have a friendly, can-do attitude.
- Ideally you will have experience of multi-agency working.
- You must have a full driving license and the use of a car.

Qualifications required

Applicants with transferrable skills are encouraged to apply.

Approved: V1/