

Employer: Karbon Homes

Vacancy: Tenancy Sustainment and Welfare Reform New Start

Hours: Flexible up to 30 hours

Salary: £11.44 per hour (National Living Wage)

Working pattern: Flexible depending on hours but within Monday to Friday 8am to 6pm

Number of vacancies: 1

Job Summary

Byker Community Trust operates in the heart of the Byker Wall and we're looking for a new person to work within our neighbourhood housing team to deliver tenancy and welfare benefits support for our customers to ensure they can effectively manage their tenancies.

Key tasks will include:

- Complete pre-tenancy checks for prospective tenants
- Provide feedback to prospective tenants about their potential benefit entitlements
- Support customers to complete benefit claims and forms such as Universal Credit and Council Tax Support
- Apply for external grants and donations on behalf of customers
- Promote income maximisation for residents to reduce poverty levels
- Work with customers to identify support services, including employability, education, training, health etc...
- Ensure records are accurate and up to date

Essential skills, experience and qualifications

What do we expect to see from you?

This is a starting role, so we don't need qualifications or experience... that's what



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we're here for. But there are a few key behaviours and skills we want to see from our candidates; and these are ones that if you possess and can demonstrate; you will make this work placement a real success!

- Excellent attention to detail
- Well organised
- Good communication skills
- Able to demonstrate customer care and to be polite and courteous
- A commitment to own learning and development and ready to complete the training on offer
- Ability to work well as part of a team and on your own
- Ability to use ICT equipment and applications