



Job Title: Welfare Reform Specialist
Grade: Y7
Reports To: Senior Manager - Income Advice and Collection
Responsible for: No direct reports

Key job element:

To be the lead for welfare reform, ensuring the business is kept informed and responds positively to legislative and regulatory guidance within the sector.

Work collaboratively with colleagues across the business to maximise the income of the organisation through innovative approaches that respond to welfare reform.

Identify and respond to opportunities for service improvement, by developing objectives to support the delivery and development of the service.

Review and implement internal policies and processes to support service delivery, ensuring statutory and regulatory policies and frameworks are adhered to, including safeguarding, health and safety and equality and diversity.

Play an active role in developing internal and external relationships, creating opportunities to review best practice, share effective ways of working and influence the implementation of new practices, by promoting the services within YHN.

Effectively manage qualitative, quantitative and financial performance information related to the service, sharing information with relevant audiences.

Carry out specific roles and assignments and such other duties as appropriate in the role.

Ensure agreed processes, adhering to statutory and regulatory frameworks relating to Equality and Diversity, Data Protection and Health and Safety.

Person Specification:

This area focuses on skills/ knowledge required in the role.

Essential Criteria

Educated to degree level, or can evidence working experience to a level of knowledge and application that would satisfy a graduate standard.

Effective project management skills, which meet key objectives and are successfully delivered on target.

Demonstrable knowledge and experience of legislation, regulations and standards relating to Social Housing, income collection and welfare reform.

Experience of interpreting contemporary issues, policies and practice relating to income collection and welfare reform.

Experience of producing and presenting reports to a wide range of audiences including senior management, board, committees and other interested stakeholders.

Experience of developing approaches to improve services, in line with business priorities.

Experience of managing performance information, with services delivered on target and within budget.

Proven ability to work collaboratively, with a proactive approach to involving stakeholders, both internal and external to the organisation.

Attention to detail, with the ability to deliver to strict deadlines and manage conflicting priorities.

Committed to the principles and requirements of the Equality Act, Safeguarding policy and Dignity at Work policy

Desirable Criteria

Knowledge of parliamentary processes and ability to access, interpret and respond quickly to legislative and reform changes.

All employees are expected to be flexible within the scope of the role

Your Homes Newcastle's Core Values play an integral part in determining our culture going forward and ensuring a progressive, sustainable and healthy working environment for our staff. Our values, practices and behaviours are at the heart of this and how our staff do things is as important as what we do.

*Our values are Be **Ready**, Be **Amazing**, Be **Revolutionary**, Be **Energetic**.*

*It is no coincidence that our values spell out the word **RARE**. We want YHN to be known as "unusually good or remarkable" and an organisation with people that "stand out from the rest".*

We expect our people to demonstrate the following behaviours:

Be ready - together we're prepared for anything:

This value is about being "prepared, willing, eager and prompt".

The behaviours we expect are:

- Take responsibility to keep up to date
- Take ownership

- Make best use of time and resources
- Own your development and that of others
- Work as one team cooperatively
- Be prepared to contribute
- Be organised and on time
- Share information, knowledge and good practice
- Be adaptable and flexible

Be amazing – we'll exceed expectations

This value is about being “passionate, impressive, excellent and progressive”.

The behaviours we expect are:

- Care about people and YHN
- Take pride in what you do
- Behave with sincerity and integrity
- Be your best and inspire others to be theirs
- Do right by our customers
- Have a desire to make things better and improve lives
- Be an advocate for YHN
- Learns from mistakes

Be revolutionary – have courage and be bold

This value is about “leading the way, involvement in change, engagement, being radically new or different and being creative”.

The behaviours we expect are:

- Prepared to be different
- A positive influence on others
- Consider and think of imaginative solutions
- Decisive and unafraid to do what's best
- Prepared to challenge constructively
- Open-minded, tries to say 'yes' more than 'no'
- Supports and promotes change

Be energetic – making every day count

This value is about “vitality, being interested, keen, inspirational and motivated”

The behaviours we expect are:

- Passionate in all you do
- Is up for the task
- Celebrates achievements
- Is able to “bounce back”
- Is motivated and enthusiastic
- Challenges poor performance and negative attitude

