

Job title: Financial Inclusion Support

Line manager: Financial Inclusion Team Leader – PAN London

Grade (if applicable): 5

Direct reports: N/A



Role purpose:

At Peabody our aim is to improve the quality of lives for our residents. We are not just a landlord, we aim to empower individuals to change their lives and strengthen communities. The Financial Inclusion team is at the heart of this work.

The Financial Inclusion team is here to facilitate change. Working with the Collections team and other teams from across the business, external partners and, tenants in order to deliver services and products that will improve people's lives for the better.

To support the effective and efficient delivery of the Financial Inclusion service within Peabody by providing administrative support, managing incoming referrals and enquiries and engaging with clients to offer them advice from the team.

- To process and resolve incoming CRM cases to the Financial Inclusion team.
- To respond to email, phone and text enquiries from clients requesting assistance.
- To make relevant internal referrals to Peabody services especially, Financial Inclusion, Employment Support, Tenants and Families Services Team.
- To manage Northgate task manager referrals.
- To ensure the Financial Inclusion client satisfaction survey is carried out effectively.
- To undertake general administrative duties such as copying, scanning and mail outs, bulk texts as required.
- To arrange team meetings, book rooms and take minutes of meetings as required.
- To maintain a central electronic filing system, ensuring all key documents are retained and updated as necessary.
- To carry out any other duties as and when required in keeping with the scope of the role

Success metrics

To support the Financial Inclusion team to achieve its yearly targets.

About you:

- You will have excellent knowledge of computer and Office systems including the use of email, spreadsheets, databases and word processing packages.
- You will be a quick learner and be able to meet any new administrative skill requirements within a short period of time.
- You will pay keen attention to detail and have the ability to record information accurately.
- You will be a strong communicator both verbally and in writing with staff, residents and third parties.
- You will have the ability to work under pressure and meet deadlines and targets.
- You will be able to work flexibly and as part of a team as well as using your own initiative.
- You will have a demonstrable commitment to high standards of customer care.
- You will understand the need for confidentiality and treat clients information securely and respectfully

You will have:

- Basic knowledge of welfare benefits and money advice issues.
- Experience of recording and managing data.
- Experience of using IT including database, word processing, email and Internet.
- Experience of providing varied support to a busy team.
- Understand and commitment to Peabody's Equality, Diversity and Inclusion Policy.